

s22-out of scope



# Australian Government

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## Services Australia

### Claiming Child Care Subsidy (CCS) and Additional Child Care Subsidy (ACCS) 007-17103102

Historical Version valid from 2/04/2019 9:29 am to 7/05/2019 11:06 am

## Background

s22-out of scope

This document outlines how customers can claim Child Care Subsidy (CCS) (and Combined CCS/Additional Child Care Subsidy (ACCS) claims) online or with help from a Service Officer using Assisted Customer Claim (ACC).

### On this Page:

#### Initial contact to claim CCS

If a person contacts to claim CCS, an online claim must be offered first. Explain the benefits of claiming online:

- help to apply for the right payment through streaming questions and early warnings if they may not be eligible
- less information for them to provide, as information from their Centrelink record will be pre-populated into the online claim
- they can monitor the progress of their claim through their Centrelink online account or the Express Plus Centrelink mobile app

If they decline the online claim offer, ACC must then be run by a Service Officer with the customer. Once ACC is completed, advise the customer of any outstanding documents they need to provide or action they need to take to submit their claim.

#### Customers with nominee arrangements

If a nominee is claiming on behalf of a person, encourage the nominee to help the person claim using the person's Centrelink online account. If the nominee is unable or unwilling to do so, a Service Officer is to run the ACC with the nominee.

#### Online claims

Customers can [claim online](#). Customers can complete the claim in their own time without the need to speak to a Service Officer. A started online claim can be saved so the customer can continue with it later.

Before a customer is able to submit their claim they are required to upload any required documentation they will need to provide to support their claim.

Submitted online claims can be processed quickly as claim information is uploaded onto the customer's record when the claim is ready to finalise.

Customers can claim CCS as a standalone claim or combine it with other families' payments being claimed through the [families' online claim](#).

Families cannot claim CCS before a child's birth, but can claim before the child starts to attend child care. Customers are required to [confirm their child's enrolment](#) before any CCS payments can be made.

Customers already receiving CCS who wish to access CCS for another child are required to complete a full new claim for CCS for the additional child(ren).

## Additional Child Care Subsidy (ACCS) applications

Depending on answers provided within the CCS online claim and ACC, customers may be given the opportunity to apply for the following within the CCS claim:

- [ACCS \(Grandparent\)](#)
- [ACCS \(Temporary Financial Hardship\)](#) or
- [ACCS \(Transition to Work\)](#)

Current CCS customers can apply for ACCS at any time via their online account by selecting the appropriate service from the Child Care Subsidy submenu. Offline (paper) applications are available in limited circumstances for ACCS (Temporary Financial Hardship) and ACCS (Transition to Work).

## Assisted Customer Claims (ACC)

If a person contacts seeking assistance with claiming CCS/ACCS, staff must complete an ACC if the customer:

- does not have access to a suitable device and/or the internet
- is [not eligible to register for self service](#) or
- is deemed [unable or unsuitable to complete an online claim](#)

Service Officers can also [help Indigenous customers living in remote communities](#) who have language or literacy barriers affecting their capacity to use forms or online services to claim CCS/ACCS.

Service Officers can access ACC via the [s47E\(d\)](#) and entering the customer's CRN.

Before starting a paper or verbal claim with the [s47E\(d\)](#) update the customer's personal details. If ACC is started before these details are updated, the claim can be saved and the updates made outside the claim before submitting it. Updates made will appear on the [s47E\(d\)](#) page in ACC.

The customer must answer some streaming questions on the [s47E\(d\)](#) screens to check if they are claiming the most suitable income support payment. If the customer would not be eligible for CCS based on their answers to these questions, discuss alternative options.

Select [s47E\(d\)](#) when ready to start.

If there is a started claim on the [s47E\(d\)](#), the claim can be:

- continued [s47E\(d\)](#)
- cancelled [s47E\(d\)](#)

## Offline (paper) claims

In extremely limited circumstances (for example, Remote Servicing Team has no internet connectivity, lack of interpreter availability to assist with verbal claim), customers can lodge an offline (paper) claim.

The [Resources](#) page has a link to the offline claim (forms) for CCS and standalone applications for ACCS (Temporary Financial Hardship) and (Transition to Work).

## When a new claim may not be required - transitioning to CCS

Families eligible for Child Care Benefit (CCF) and Child Care Rebate (CCR) between 1 April 2018 and 1 July 2018 may not be required to lodge a new claim for CCS. These customers are deemed as having made a claim for CCS, and this deemed claim is valid until 23 September 2018. They will however be required to provide additional information for their eligibility and entitlement to CCS to be determined.

See [Transition arrangements for Child Care Subsidy \(CCS\) and Additional Child Care Subsidy \(ACCS\)](#) for more information.

## Making decisions on a CCS claim

For a CCS claim to be assessed, the claim must be effective and a customer's eligibility can be determined. Non-effective claims are deemed as not having been made and a new claim will need to be lodged.

If the system is unable to automatically determine if a claim meets the criteria for straight through processing (grants or rejections), for example, the customer has indicated they have an exceptional circumstance, a work item will be created and allocated to a Service Officer to action.

All ACCS applications (including CCS/ACCS combined claims) are allocated to appropriately skilled staff to validate evidence and manage any exceptions.

## Progress of pending claims

Customers may contact requesting their claim/application [s47E\(d\)](#)

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The [Process](#) page contains more information about managing progress of claim enquiries.

The [Resources](#) page contains links to the Payment and Service Finder located on the Department of Human Services website and the offline (paper) claims for CCS and ACCS, links to online support and information about the online claim declaration.

## Related links

[Transition arrangements for Child Care Subsidy \(CCS\) and Additional Child Care Subsidy \(ACS\).](#)

[Child Care Subsidy \(CCS\) and Additional Child Care Subsidy \(ACCS\) claims](#)

[Enrolment requirements for Child Care Subsidy \(CCS\).](#)

[Eligibility for Child Care Subsidy \(CCS\).](#)

[Additional Child Care Subsidy \(ACCS\) \(Grandparent\) eligibility and applications](#)

[Additional Child Care Subsidy \(ACCS\) \(Temporary Financial Hardship\) eligibility and applications](#)

[Additional Child Care Subsidy \(ACCS\) \(Transition to Work\) eligibility and applications](#)

[Self Service for customers](#)

[Online Claim for family assistance and Parental Leave Pay \(PPL\).](#)

[Online registration for Centrelink self service](#)

[Helping customers provide proof of a child's birth for family assistance and Paid Parental Leave scheme claims](#)

[Assisting Indigenous customers to claim family assistance and/or Paid Parental Leave scheme payments](#)

[Exemption from providing Tax File Numbers when claiming Child Care Subsidy \(CCS\).](#)

## Process

Historical Version valid from 2/04/2019 9:29 am to 7/05/2019 11:06 am

This page contains information on how to help a person claim CCS.

Select the relevant tab:

- **Self-managed** tab explains how to help a person make a claim online
- **Assisted** tab explains how to check a person's circumstances to ensure a new claim is required, complete an assisted customer claim with them, and lodgement of claims and documentation

## Self-managed

### On this page

[Making a CCS claim online](#)

[Specific questions for CCS](#)

[Submitting a claim](#)

## Making a CCS claim online

Table 1: This table contains information for Service Officers to help customers access their Centrelink online account to start and complete a claim for Child Care Subsidy (CCS).

| Step | Action  |
|------|---|
| 1    | <p><b>Check access to online account</b> + Read more ...</p> <p>Check that the customer is registered with an <a href="#">active Centrelink online account</a>.</p> <p>If they do not have an active account they will need to confirm their identity at their local service centre to <a href="#">register for a Centrelink online account</a>.</p> <p>Advise customers how they can create a <a href="#">myGov account</a> and link it to their Centrelink services. This will also enable them to receive Centrelink mail online through the myGov inbox.</p> <p>Service centre staff can help customers with their online claim through self-service terminals.</p> <p>The Payment and Service Finder on the website can be used by customers to check if Child Care Subsidy (CCS) is an appropriate payment for them, and to start their claim.</p> <p>If the customer contacts about:</p> <ul style="list-style-type: none"> <li>• claiming CCS Via online services, <a href="#">go to Step 2</a></li> <li>• the progress of an online claim, <a href="#">go to Step 5</a></li> <li>• a claim streamed out early as not eligible, <a href="#">go to Step 6</a></li> </ul>   |
| 2    | <p><b>To start and complete an online claim</b> + Read more ...</p> <p>To start an online claim for CCS, customers must:</p> <ul style="list-style-type: none"> <li>• <a href="#">sign into myGov</a> and access their linked Centrelink online account</li> </ul> <p>select <b>Payments and Claims &gt; Claims &gt; Make a Claim</b> from the menu, then select <b>Start a new claim</b> on the <b>Online Claims</b> page</p> <ul style="list-style-type: none"> <li>• from the <b>Make a claim</b> page, select <b>Get started</b> under the <b>Families</b> category</li> <li>• Select <b>Apply for Family Assistance (including Paid Parental Leave)</b></li> <li>• the <b>Check your eligibility for Families</b> page will be displayed. The customer must answer the streaming questions to check they are claiming the most appropriate payment based on their circumstances</li> <li>• Select <b>'Next'</b> to continue the claim process</li> </ul> <p><b>Note:</b> if a CCS current customer contacts querying how to apply for ACCS via online services, these applications are submitted via a Change of Circumstances. For more information, go to:</p> <ul style="list-style-type: none"> <li>• <a href="#">ACCS (Grandparent) eligibility and applications</a></li> <li>• <a href="#">ACCS (Temporary Financial Hardship) eligibility and applications</a></li> <li>• <a href="#">ACCS (Transition to Work) eligibility and applications</a></li> </ul> |
| 3    | <p><b>Claim options for CCS</b> + Read more ...</p> <p>The <b>Claim Options</b> page will display. Depending their circumstances, Child Care Subsidy can be claimed as follows:</p>   |

- CCS claim - to be used by CCP-CUR wishing to have CCS for an additional child(ren)
- FTB + CCS claim
- FTB + CCS + PPL claim

After selecting the claim option appropriate for their needs, customers will select **Claim now**.

At this point customers will be asked to check their details in **My Profile** and confirm the information is current. Customers are required to update their personal information as this cannot be updated as part of the CCS claim.

Once the claim is started, the claim will display:

- Claim type
- Claim status
- Claim number
- Instructions to 'Submit your claim as soon as possible to be paid from the earliest date'
- Sections of the claim required to be completed

The [Resources](#) page contains a link to the Human Service Website online claim online guide.

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**Online claim status** + Read more ...

**Incomplete claims** require additional information from the customer and submission before they will be processed. **Available Actions** allow a customer to select **Continue** with their claim or **Cancel** their claim.

**Submitted claims** are claims waiting to be processed and cannot be edited by the customer. Customers can withdraw their claim by selecting the **Withdraw** link from the **Available Actions** table. Customers can also view their submitted claim by selecting **View claim**.

**Cancelled claims** are claims which have been cancelled by the customer before the claim has been submitted. Before the claim is cancelled customers are advised that:

- after it is cancelled, this claim cannot be viewed or continued
- this action cannot be undone

**Completed claims** have been processed. s47E(d)

**Withdrawn claims** are claims which have been submitted by the customer but then withdrawn if the customer chose not to pursue the claim. Customers are advised before withdrawing their online claim that:

- after it is withdrawn, this claim cannot be reinstated
- they cannot appeal this decision

s47E(d)

See [Cancel or withdraw an online claim](#).

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**Customer contact - new claim progress** + Read more ...

If a customer contacts to check the progress of their new claim, in Process Direct, Service Officers should:

- search the customer's details in s47E(d)
- select the s47E(d) icon to view outstanding claims

If the claim has been finalised select the s47E(d) icon and advise the customer of the outcome of their claim.

If the claim has not been finalised:

s47E(d)

**Requests for priority processing**

s47E(d)

**Note:** for customers in crisis, also refer to Helping a customer in crisis or financial hardship claim family assistance and Identifying and offering services to customers in crisis or needing special help.

Customers should be encouraged to subscribe to Electronic Messaging in order to receive targeted messaging relating to their claim progress and advised to monitor their claim tracker in their online account or Express Plus Centrelink mobile app

**To view claim details**

The information provided by the customer in the online claim or ACC can be viewed by Service Officers. See [Process Direct](#) for information about how to access this.

**Claim Tracker**

When a customer lodges a claim online they are provided with an estimated date of completion. Whenever a customer accesses their Centrelink online account, they can monitor the progress of an outstanding CCS claim via a claim tracker which is displayed on the landing page.

**Customer wishes to withdraw claim**

If the customer wishes to withdraw their online claim, encourage them to withdraw their own claim via online services.

To withdraw a claim on behalf of a customer see [Withdrawal of claims](#).

**Rejected claim**

When the claim has been rejected the customer must be provided an explanation of this decision. It is important the customer understands the reason their claim has been rejected.

There is no backdating provision if the customer provides the additional information to support their claim within 13 weeks of the date a decision was made to reject their claim. Customers will need to submit a new claim for CCS.

If, after a thorough explanation has been provided to the customer, they wish to seek an internal review, see [Internal review of decision](#).

**Not effective claims**

Claims are effective if all the necessary information and/or evidence is provided at the time the claim is lodged. If a claim is not effective, no decision can be made about eligibility so a review of a decision cannot be requested. The claim is taken not to have been made and a new claim will need to be lodged.

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| 6 | <p><b>Claim streamed out early as not eligible</b> + Read more ...</p> <p>Customers who begin the Child Care Subsidy claim process online are presented with a <b>Check Your Eligibility</b> question set which will result in the early identification of ineligibility.</p> <p>If a customer contacts regarding their streamed out claim, they must be provided with an explanation based on their circumstances. It is important the customer understands the reason why they were streamed out and should be encouraged to explore their options via Payment and Service Finder.</p> <p>For more information see <a href="#">Eligibility for Child Care Subsidy (CCS)</a>.</p> |
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## Specific questions for CCS

Table 2: This table describes the specific question set for CCS claims.

| Step | Action  |
|------|---|
| 1    | <p><b>My Situation - specific questions for CCS - Child details</b> + Read more ...</p> <p>Any dependent children on the customer's existing record will be displayed with the message 'updates required'. Customers must provide details for each child including:</p> <ul style="list-style-type: none"> <li>• Relationship to the child</li> <li>• Whether CCS is being claimed for the child</li> </ul> <p><b>Customer is claiming CCS for the child</b>, the following information will be required:</p> <ul style="list-style-type: none"> <li>• The same Australian residence question set and rules asked for the customer will be asked about the child</li> <li>• When the child came into the customer's care</li> <li>• Whether the customer (or their partner) have, or have had, shared care of the child since the start of the current financial year <ul style="list-style-type: none"> <li>◦ <b>Yes</b>, further details of the shared care arrangement will be requested on the <b>Additional child details</b> page</li> </ul> </li> <li>• Whether the child has a disability <ul style="list-style-type: none"> <li>◦ <b>Yes</b>, further details of the disability will be requested on the <b>Additional child details</b> page</li> </ul> </li> <li>• Whether the child has been known by any other names <ul style="list-style-type: none"> <li>◦ <b>Yes</b>, details of known names are to be supplied</li> </ul> </li> <li>• Medicare details: <ul style="list-style-type: none"> <li>◦ <b>No</b>, immunisation details will be included as documentation required when the claim is finished and the customer will not be able to submit the claim until Medicare details are provided</li> </ul> </li> <li>• Child Care Service Enrolment details: <ul style="list-style-type: none"> <li>◦ Initial enrolment details will be submitted by the child care service. Customers must confirm information is correct. If any details are incorrect, this will be flagged with the child care service and the customer will need to speak with their child care service to request an updated enrolment notice be submitted</li> <li>◦ If enrolment details have not yet been submitted by the child care service, it will present to the customer as an action item once it is received</li> <li><b>Note:</b> CCS payments cannot be made until enrolment has been confirmed.</li> </ul> </li> <li>• Child Study details: <ul style="list-style-type: none"> <li>◦ Options are 'Not yet started school', 'Primary Education', 'Secondary education' or 'Exempted by a state or territory education authority'</li> <li>◦ Depending on the child's age, customers will be required to enter the expected start date for primary or secondary school</li> <li>◦ If exemption is requested, full details will need to be provided</li> </ul> </li> </ul> <p><b>Customer is not claiming CCS for a child</b>, only the Australian residence question set and rules asked for the customer will be asked about the child.</p> <p>If there are other <b>dependent children to be added or have left care, or recently died</b>, the customer must provide full details for each child.</p> |
| 2    | <p><b>My Situation - specific questions for CCS - Activity Test</b> + Read more ...</p> <p>Customers (and their partner) must provide details of their recognised activity/ies to determine the hours of subsidised child care they are entitled to receive.</p>  |

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|   | <ul style="list-style-type: none"> <li>• Are you in paid work? <ul style="list-style-type: none"> <li>◦ <b>Yes</b>, and not in casual work the number of hours per fortnight are to be recorded</li> <li>◦ <b>Yes</b>, and the work is casual, the highest number of hours the customer is expected to work per fortnight over the next 3 months is to be used</li> </ul> </li> <li>• Date started work</li> <li>• Are you doing other activities? <ul style="list-style-type: none"> <li>◦ <b>Yes</b>, a list of other activities will present. Customers need to include the number of hours and the start date for each activity they are engaged in</li> </ul> </li> <li>• Other activities <ul style="list-style-type: none"> <li>◦ <b>Yes</b>, to performing any other activity that maintains or improves their work skills or employment prospects, customers are to include the hours, start date and details of the activity being undertaken</li> </ul> </li> <li>• About your other circumstances <ul style="list-style-type: none"> <li>◦ <b>Yes</b>, to disability preventing engagement in an activity, in prison or psychiatric confinement, the customer will be exempt from the Activity Test</li> </ul> </li> </ul> <p>The same question sets and rules asked for the customer will be asked about the partner (if they have one).</p> |
| 3 | <p><b>My finances - Payment destination</b> + Read more ...</p> <p>Current payment destination details will display if the customer is currently in receipt of a payment. The customer can either select this account or add a new account.</p> <p>If the customer is unable to provide the account details, they will not be able to progress with their online claim.</p> <p>The customer must provide the following details for the relevant bank account:</p> <ul style="list-style-type: none"> <li>• Name of account</li> <li>• Branch (BSB) number</li> <li>• Account number</li> </ul>  |
| 4 | <p><b>My Finances - Tax details</b> + Read more ...</p> <p>A Tax File Number (TFN) is required for the customer (and their partner, if applicable), unless previously provided.</p> <p>If the customer is unable to provide a TFN for themselves and/or their partner or former partner, they will not be able to progress with their online claim.</p> <p>For more information, see <a href="#">Requesting a Tax File Number (TFN)</a>.</p> <p><b>TFN exemptions for partners or former partners</b></p> <p>s47E(d)</p> <p>Customers will need to contact the department to request a TFN exemption, and the claim can be finalised via an ACC, with TFN being referred to the Level 2 Policy Helpdesk for assessment. See <a href="#">Exemption from providing Tax File Numbers when claiming Child Care Subsidy (CCS)</a>.</p>   |
| 5 | <p><b>Annual income estimate</b> + Read more ...</p> <p>Customers <a href="#">must provide a reasonable estimate</a> of their (and their partner's) Adjusted Taxable Income (ATI) for the full financial year.</p> <p>Depending on when the claim is being made, customers may be required to provide an estimate for two financial years.</p> <p>The <b>Income period selection</b> page will display, and all income periods requiring an estimate will display as 'updates required'.</p> <p><a href="#">Taxable income</a> includes any taxable government payments. Customers not required to lodge a tax return must still include any taxable income they expect to receive for the year.</p> <p>For all other <a href="#">ATI components</a>, an estimated amount is only requested if the customer indicates they will receive other components and is not requested if they indicate they expect it will be nil.</p>  |

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| 6 | <p><b>Additional Child Care Subsidy applications</b> + Read more ...</p> <p>Depending on the customer's circumstances and responses given during the claim, the customer may be asked if they wish to apply for ACCS.</p> <p>For more information about ACCS applications imbedded within a CCS claim see:</p> <ul style="list-style-type: none"> <li>• <a href="#">ACCS (Grandparent) eligibility and applications</a></li> <li>• <a href="#">ACCS (Temporary Financial Hardship) eligibility and applications</a></li> <li>• <a href="#">ACCS (Transition to Work) eligibility and applications</a></li> </ul>   |
| 7 | <p><b>Next steps</b> + Read more ...</p> <p>This page displays:</p> <ul style="list-style-type: none"> <li>• a list of <b>Required</b> tasks</li> <li>• the date by which the claim must be submitted before it will expire</li> <li>• a link to <a href="#">upload documents</a> via an <b>Upload</b> button against each Required task</li> </ul> <p>All Required tasks must be provided before the customer can <b>Submit</b> their claim.</p> <p>Customers can access their online claim to return to the <b>Next steps</b> page at any time before it is submitted.</p> <p>Customers have the option to:</p> <ul style="list-style-type: none"> <li>• go <b>Back</b> to the <b>Review your claim</b> page</li> <li>• <b>Save</b> their claim</li> </ul> |

## Submitting claim and finalising

Table 3: This table describes the process for a customer to submit their claim for CCS online.

| Step | Action   |
|------|--|
| 1    | <p><b>To submit claim</b> + Read more ...</p> <p>To be able to submit their claim, customers must:</p> <ul style="list-style-type: none"> <li>• answer all mandatory questions</li> <li>• provide all their required documents</li> <li>• verify their identify (if there is no Identity Confirmation Indicator (ICI) recorded)</li> </ul> <p><a href="#">Exceptions will be made for some vulnerable customers.</a></p> <p>To be assessed from the earliest possible date, customers need to provide all information and supporting documents as soon as possible, as the claim start date is the date the online claim is submitted. The saved claim can be accessed for 13 weeks.</p> <p>If the <b>Required</b> tasks are not complete the claim cannot be submitted. Once the relevant tasks are completed, the button will change to <b>Submit</b> so the customer can then submit the claim.</p> |
| 2    | <p><b>Uploading documents for online claims</b> + Read more ...</p> <p>Customers can access their started online claim using their Centrelink online account or the Centrelink Express Plus mobile app to upload documents required to be able to submit their claim.</p> <p>On the <b>Next steps</b> page in the <b>Documents and forms</b> section there is an <b>Upload documents</b> button.</p>   |
| 3    | <p><b>Further assistance</b> + Read more ...</p> <p>'Channel hopping' allows:</p> <ul style="list-style-type: none"> <li>• the customer to start a claim online and have it continued by a Service Officer, or</li> <li>• a Service Officer to help a customer with starting a claim, which would then be completed by the customer online (an active Centrelink online account is required)</li> </ul>  |

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|   | For more information, see Assisted customer claims table on Assisted tab.   |
| 4 | <p><b>Customer submits an online claim</b> + Read more ...</p> <p><b>Review and submit</b></p> <p>The <b>Review your claim</b> page contains a summary of all information provided by the customer so they can check information they entered is correct.</p> <p>The customer's answers are grouped into sections for example '<b>About me</b>'.</p> <p>If any of the information has to be changed or provided, the customer can click on the <b>Update</b> button relevant to the answers which require changing. This will take them back to the question pages.</p> <p>If all of the information is correct, the customer must tick the box that says 'I have read, understood, and accept my obligations'</p> <p>When a customer submits an online claim, the system automatically:</p> <ul style="list-style-type: none"> <li>• creates a <b>DOC</b></li> <li>• uploads customer contact details</li> <li>• determines if the claim meets the criteria for straight through processing (grants or rejections) for simple claims. Processing of these claims is generally overnight, meaning customers will receive a more timely advice of the outcome of their claim. If the claim does not meet the criteria for straight through processing, it will be allocated to a Service Officer for processing</li> </ul> <p>Information the customer has provided in the online claim can be viewed using the <b>Review Claim</b> function from within the customer's online claim</p> <p>See <a href="#">Viewing and processing online and Assisted Customer Claims (ACC)</a>, and <a href="#">Processing Child Care Subsidy (CCS)</a> claims.</p> <p><b>Messages and notifications</b></p> <p>Customers who provide a mobile phone number or email address will be advised they will automatically be subscribed to the Electronic Messaging service unless they have previously declined. They will be asked to nominate a preferred contact method (SMS or email) for notifications.</p> <p>Customers will be advised to create a myGov account to access their linked government services online, and mail from Centrelink through the <a href="#">myGov Inbox</a>.</p> <p>Customers will be automatically subscribed to receive their Centrelink mail online. These will be delivered through the myGov Inbox if they have an account, or through the Centrelink Online Letters service if they do not yet have a myGov account.</p> <p>The customer is advised they can opt out of these services at any time.</p> <p>For details about how to process a submitted online claim see <a href="#">Processing Child Care Subsidy (CCS)</a> claims.</p> |
| 5 | <p><b>Exceptional circumstances</b> + Read more ...</p> <p>If a customer contacts while completing the online claim to advise they (or their partner) are experiencing exceptional circumstances which prevent them from engaging in recognised activities, Service Officers should consider whether an Exceptional Circumstances Activity Test result may be appropriate.</p> <p>Customers may also contact requesting access to more subsidised hours. If requested, evidence must be provided to support any request a request for an Exceptional Circumstances Activity Test result. For more information, see Exceptional Circumstances for Child Care Subsidy (CCS) and Additional Child Care Subsidy (ACCS).</p>   |

## Assisted

## On this Page

[Contact about claiming CCS](#)

[Assisted customer claims](#)

[Specific questions for CCS](#)

[Lodgement of claim or documentation](#)

## Contact about claiming CCS

Table 1: This table describes the steps to follow when a person enquires about claiming CCS.

| Step | Action  |
|------|---|
| 1    | <p><b>Initial contact</b> + Read more ...</p> <p>For information about eligibility, see <a href="#">Eligibility for Child Care Subsidy (CCS)</a>.</p>   |
| 2    | <p><b>Online claim offer</b> + Read more ...</p> <p>Is the customer willing and able to complete the claim online?</p> <p><b>Note:</b> if the customer is overseas and does not have a Centrelink online account, they will need to be issued the appropriate claim form. See <a href="#">Step 1 in Lodgement of claim or documentation</a> table.</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, ensure they are registered with an active Centrelink online account and help them to complete their claim online. See <a href="#">Self-managed</a> tab</li> <li>• <b>No</b>, <a href="#">go to Step 3</a></li> </ul>  |
| 3    | <p><b>Assisted Customer Claim (ACC)</b> + Read more ...</p> <p>ACC is to be used by Service Officers when a customer is unable or unwilling to claim online. ACC replicates the questions in the online claim. ACC must only be used when the customer is available to answer the questions in the ACC.</p> <p>ACC will identify all documents that are required from the customer before the claim can be submitted. Any required documents can be uploaded by the Service Officer or the customer. See <a href="#">Upload documents service</a>.</p> <p>If the required documents include a form, this can either be printed by the customer from the Human Services Website or issued by the Service Officer.</p> <p>An ACC cannot be submitted until all required documents have been provided.</p> <p>If the customer is contacting to:</p> <ul style="list-style-type: none"> <li>• complete the ACC, see the <a href="#">Assisted customer claims</a> table</li> <li>• query the progress of their claim, <a href="#">go to Step 4</a></li> <li>• request priority processing, <a href="#">go to Step 4</a></li> </ul> |
| 4    | <p><b>Customer contacts - new claim progress</b> + Read more ...</p> <p>If a customer contacts to check the progress of their new claim, in Process Direct, and the claim has not been finalised:</p> <p style="color: red;">s47E(d)</p> <p><b>Requests for priority processing</b></p> <p style="color: red;">s47E(d)</p>  |

s47E(d)

**Note:** for customers in crisis, also refer to Helping a customer in crisis or financial hardship claim family assistance and Identifying and offering services to customers in crisis or needing special help.

Customers should be encouraged to subscribe to Electronic Messaging in order to receive targeted messaging relating to their claim progress and advised to monitor their claim tracker in their online account or Express Plus Centrelink mobile app.

**CCS and ACCS processing support and escalation process**

**Check existing resources**

s47E(d)

**Escalation**

s47E(d)

|  |  |
|--|--|
|  | <p>s47E(d)</p> <p><b>Urgent cases</b></p> <p>s47E(d)</p> |
|--|--|

## Assisted customer claims

Table 2: this table explains the steps in running the s47E(d) with the customer to help them claim CCS.

The ACC can be run to complete and submit a claim started by the customer online, or to start a claim for the customer to then complete and submit online.

| Step | Action  |
|------|---|
| 1    | <p><b>Before starting ACC</b> + Read more ...</p> <p>When a paper claim has been provided and more information is required from the customer to complete the question set in ACC, Service Officers should attempt to contact the customer via telephone. If verbal contact cannot be established, send a request for additional information to the customer and record details under s47E(d). For more information see 'Process Direct - Request Document' in <a href="#">Circumstances Change Monitor (CCM)</a>.</p> <p>Before starting a paper or verbal claim with ACC, Service Officers must:</p> <ul style="list-style-type: none"> <li>• update the customer's personal details before submitting the claim</li> <li>• load the customer's record via the s47E(d)</li> </ul>  |
| 2    | <p><b>Start ACC</b> + Read more ...</p> <p>Staff can access ACC via the s47E(d).</p> <ul style="list-style-type: none"> <li>• Select s47E(d) when ready to start. If there is a started claim on the s47E(d) the claim can be s47E(d)</li> <li>• If an offline (paper) claim has been provided, ensure the DOR is the date the paper claim was provided to the department</li> <li>• Read the <b>privacy</b> message to the customer and ask if they want to hear the full privacy agreement. Read this to the customer if requested. The customer must agree to the privacy agreement prior to commencing the claim</li> <li>• Ask the customer the s47E(d) streaming questions and select the appropriate answers, prior to selecting s47E(d). Eligibility questions may result in the early identification of ineligibility</li> </ul> |
| 3    | <p><b>Intention to Claim page</b> + Read more ...</p> <p>If the customer has made prior contact in relation to the claim, this page displays:</p> <ul style="list-style-type: none"> <li>• Claim number</li> <li>• Claim Status</li> <li>• 'Submit your claim as soon as possible to be paid from the earliest date'. This prompts Service Officers to advise their claim cannot be submitted until all required documents or evidence is provided'</li> </ul>  |
| 4    | <p><b>Claim progress</b> + Read more ...</p>  |

The s47E(d) page displays the sections of the claim required to be completed. The sections must be completed in order and the next section cannot be started until the previous section is completed:

- Confirm your basic details
- Tell us about your situation
- Tell us about your finances
- Review your claim and submit

The sections are accessed by selecting s47E(d) .

Each section contains modules with relevant questions. The modules are displayed as tiles on the page. On each question page, the customer can select:

- **Back** to go back to the previous question or module
- **Save** to save the claim at the current stage
- **Next** to progress forward with the module questions

Once each module is completed the Service Officer will be returned to the s47E(d) page to select the next section.

All compulsory questions (with the exception of bank account and TFN details) and all required documents must be provided before the ACC can be submitted.

## Specific questions for CCS

Table 3: This table describes the specific question set for CCS claims.

| Step | Action   |
|------|--|
| 1    | <p><b>Tell us about your situation - specific questions for CCS - Child details</b> + Read more ...</p> <p>Any dependent children on the customer's existing record will be displayed with the message 'updates required'. Customers must provide details for each child including:</p> <ul style="list-style-type: none"> <li>• Relationship to the child</li> <li>• Whether CCS is being claimed for the child</li> </ul> <p><b>Customer is claiming CCS for the child</b>, the following information will be required:</p> <ul style="list-style-type: none"> <li>• The same Australian residence question set and rules asked for the customer will be asked about the child</li> <li>• When the child came into the customer's care</li> <li>• Whether the customer (or their partner) have, or have had, shared care of the child since the start of the current financial year <ul style="list-style-type: none"> <li>◦ <b>Yes</b>, further details of the shared care arrangement will be requested on the s47E(d) page</li> </ul> </li> <li>• Whether the child has a disability <ul style="list-style-type: none"> <li>◦ <b>Yes</b>, further details of the disability will be requested on the s47E(d) page</li> </ul> </li> <li>• Whether the child has been known by any other names <ul style="list-style-type: none"> <li>◦ <b>Yes</b>, details of known names are to be supplied</li> </ul> </li> <li>• Medicare details: <ul style="list-style-type: none"> <li>◦ <b>No</b>, immunisation details will be included as documentation required when the claim is finished and the customer will not be able to submit the claim until Medicare details are provided</li> <li>◦ <b>Note:</b> if the Service Officer identifies the child may be eligible for an immunisation exemption, appropriate action should be taken when the ACC is completed to initiate a request for an exemption. For more information, see <a href="#">Immunisation requirements for Child Care Subsidy (CCS)</a>.</li> </ul> </li> <li>• Child Care Service Enrolment details: <ul style="list-style-type: none"> <li>◦ Initial enrolment details will only display if they have been submitted by the child care service. Confirm information is correct. If any details are incorrect, this will be flagged with the child care service. Advise the customer they will need to speak with their child care service to request an updated enrolment notice be submitted</li> <li>◦ If enrolment details have not yet been submitted by the child care service, it will present to the customer as an action item once it is received. This will also occur if a disputed enrolment notice is resubmitted by the provider</li> </ul> </li> </ul> <p><b>Note:</b> CCS payments cannot be made until enrolment has been confirmed</p> |

- Child Study details:
  - Options are 'Not yet started school', 'Primary Education', 'Secondary education' or 'Exempted by a state or territory education authority'
  - Depending on the child's age, customers will be required to enter the expected start date for primary or secondary school
  - If the child is attending secondary school, or 14 years or older, additional questions will be asked to determine whether the customer wants to apply for an [age/school status exemption](#)

If there are other **dependent children to be added or have left care, or recently died**, the customer will need to provide full details for each child.

## 2 **Tell us about your situation - specific questions for CCS - Activity Test** + Read more ...

Customers (and their partner) must provide details of their recognised activity/ies to determine the hours of subsidised child care they are entitled to receive.

- Are you in paid work?
  - **Yes**, and not in casual work the number of hours per fortnight are to be recorded
  - **Yes**, and the work is casual, the highest number of hours the customer is expected to work per fortnight over the next 3 months is to be used
- Date started work
- Are you doing other activities?
  - **Yes**, a list of other activities will present. Customers need to include the number of hours and the start date for each activity they are engaged in
  - If the activity is '**Setting up a business**', advise the customer the activity can only be used for a maximum of 26 weeks in a 12 month period. If the customer wants to use less than 26 weeks, this will need to be updated once the claim is assessed. For more information, see [Activity Test for Child Care Subsidy \(CCS\)](#).
- Other activities
  - **Yes**, to performing any other activity that maintains or improves their work skills or employment prospects, customers are to include the hours, start date and details of the activity being undertaken
- About your other circumstances
  - **Yes**, to disability preventing engagement in an activity, in prison or psychiatric confinement, the customer will be exempt from the Activity Test

The same question sets and rules asked for the customer will be asked about the partner (if they have one).

**Note:** if the customer indicates they or their partner may have exceptional circumstances which prevent them from undertaking recognised activities, Service Officers are to discuss further once the ACC has been completed.

## 3 **Tell us about your finances - Payment instructions** + Read more ...

Current payment destination details will display if the customer is currently in receipt of a payment. The customer can either select this account or add a new account.

**Note:** CCS payments are not made to the payment destination linked to FAO Service Reason - **s47E(d)**

The customer must provide the following details for the relevant bank account:

- Name of account
- Branch (BSB) number
- Account number

### **Customer does not have their account details available**

**s47E(d)**

No account information will be saved and the Service Officer can continue the claim to submission.

**Note:** when bypassing the **s47E(d)** page:

- this checkbox **must only** be selected if the customer advises they will provide details of a bank account within 14 days
- if bank account (or TFN) details are the only outstanding information - advise the customer the claim will not be assessed until bank details are provided. If not provided within 28 days, the claim will be made not effective and a new claim must be lodged

|   |  |
|---|--|
|   | <ul style="list-style-type: none"> <li>if other documents are required to support the claim - advise the customer the claim will not be submitted until all required documents have been provided. If at that time the customer is still unable to provide bank account details, the ACC can be submitted, however will not be assessed as outlined above</li> </ul>   |
| 4 | <p><b>Tell us about your finances - Tax details</b> + Read more ...</p> <p>A Tax File Number (TFN) is required for the customer (and their partner, if applicable), unless previously provided.</p> <p><b>s47E(d)</b></p> <p>The Service Officer can continue the claim to submission.</p> <p><b>Note:</b> when bypassing the <b>s47E(d)</b> page:</p> <ul style="list-style-type: none"> <li>This checkbox must only be selected if the customer advises they will provide their or their partner's TFN within 14 days or they have requested an exemption from providing their partner or former partner's TFN</li> <li>If the customer knows they have a Tax File Number, but are unaware of the number, direct them to contact the Australia Taxation Office (ATO) on the personal taxation enquire line <b>132 861</b></li> <li>If TFN (and bank account details) are the only outstanding information - advise the customer their claim will not be assessed until they provide their TFN. If not provided within 28 days, their claim will be made not effective and they will need to lodge a new claim.</li> <li>If other documents are required to support the claim - advise the customer their claim will not be submitted until all required documents have been provided. If at that time the customer is still unable to provide TFN details, the ACC can be submitted however it will not be assessed as outlined above</li> </ul> <p>For more information, see <a href="#">Requesting a Tax File Number (TFN)</a>.</p> <p><b>TFN exemptions for partners or former partners</b></p> <p><b>s47E(d)</b></p> <p>For more information see <a href="#">Exemption from providing Tax File Numbers when claiming Child Care Subsidy (CCS)</a>.</p> |
| 5 | <p><b>Tell us about your finances - Income estimate</b> + Read more ...</p> <p>Customers claiming CCS <a href="#">must provide a reasonable estimate</a> of their (and their partner's) Adjusted Taxable Income (ATI) for the full financial year, even if only receiving an income support payment.</p> <p>Depending on when the claim is being made, customers may be required to provide an estimate for 2 financial years.</p> <p>The <b>s47E(d)</b> page will display, and all income periods requiring an estimate will display as 'updates required'.</p> <p><a href="#">Taxable income</a> includes any taxable government payments. Customers not required to lodge a tax return must still include any taxable income they expect to receive for the year.</p> <p>Ask the customer whether they have any income from the other <a href="#">ATI components</a>. A '0' income must be recorded if the customer advised they expect to have no income from these sources.</p>   |
| 6 | <p><b>Additional Child Care Subsidy (ACCS) applications</b> + Read more ...</p> <p>Depending on the customer's circumstances and responses given during the claim, the customer may be asked if they wish to apply for ACCS.</p> <p>For more information about ACCS applications imbedded within a CCS claim see:</p> <ul style="list-style-type: none"> <li><a href="#">ACCS (Grandparent) eligibility and applications</a></li> <li><a href="#">ACCS (Temporary Financial Hardship) eligibility and applications</a></li> <li><a href="#">ACCS (Transition to Work) eligibility and applications</a></li> </ul>  |

## Lodgement of claim or documentation

Table 4: this table describes the process to finalise an ACC.

| Step | Action  |
|------|---|
| 1    | <p><b>Review your claim and submit</b> + Read more ...</p> <p>Check that all information is correct on the <b>s47E(d)</b> page.</p> <ul style="list-style-type: none"> <li>• If answers need to be corrected, select the relevant Update button</li> <li>• If personal details need to be corrected, exit the ACC and update using the <b>s47E(d)</b> workflow. This information will then populate into the claim</li> </ul> <p><b>Verbal claim declaration</b></p> <p>Does the customer agree to a verbal declaration script being read to meet their signature requirements?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, select the <b>s47E(d)</b> hyperlink <b>s47E(d)</b> and read the <b>claim declaration</b> to the customer. <b>Note:</b> if the hyperlink is unavailable, see the <a href="#">Resources</a> page for a copy of the Online claim declaration text <ul style="list-style-type: none"> <li>◦ Select the 'I have read, understood and accept my obligations' check box</li> <li>◦ <a href="#">Go to Step 2</a></li> </ul> </li> <li>• <b>No</b>, a Customer Declaration Form (CDF) is required. The CDF must be printed by selecting the <b>s47E(d)</b> icon on the <b>s47E(d)</b> of the <b>s47E(d)</b> page, and issued to the customer to sign and return. Advise the customer the claim will not be taken as submitted until the signed CDF is returned, and any supporting documentation (if applicable) is provided <ul style="list-style-type: none"> <li>◦  Run the <b>s47E(d)</b> guided procedure to request the claimant return the signed CDF within 14 days</li> <li>◦  Ask claimant to sign CDF. Scan CDF to their record</li> </ul> </li> </ul> |
| 2    | <p><b>Next steps</b> + Read more ...</p> <p>This page lists:</p> <ul style="list-style-type: none"> <li>• information or tasks <b>required</b> for the claim to be submitted</li> <li>• bank account and TFN details will display as <b>s47E(d)</b> tasks</li> <li>• the date by which the claim must be submitted before it expires</li> <li>• links to download or print required forms</li> </ul> <p>Advise the customer of documents or evidence requirements, explaining their claim cannot be lodged until the evidence is provided. If the customer has not agreed to the verbal declaration, they will also need to provide a signed CDF before the ACC can be submitted.</p> <p>An ACC can be saved and will remain in draft for 13 weeks, after which time it will expire and a new claim (ACC) will need to be initiated.</p>  |
| 3    | <p><b>Uploading documents</b> + Read more ...</p> <p>Encourage customers to access their Centrelink online account or the Centrelink Express Plus mobile app to upload documents and then submit their claim.</p> <p><b>s47E(d)</b></p>   |
| 4    | <p><b>Submit claim via ACC</b> + Read more ...</p> <p>An ACC <b>can</b> be submitted if the only outstanding information are bank account and/or TFN details. Remind customers to provide their details within 14 days. They can provide this information verbally, or via their online account or the Express Plus Centrelink mobile app as it will display as an outstanding task. If details are not provided within 28 days, their claim will be not effective and they will need to lodge a new claim.</p> <p>An ACC <b>cannot</b> be submitted if <b>required</b> documentation has not been provided. Service Officers must advise the customer their date of claim will only take effect from the date they provide their documentation.</p> <p>Once a claim is submitted, customers subscribed to Electronic Messaging will receive a Notification confirming the submission and reminded to monitor their claim tracker in their online account or Express Plus Centrelink mobile</p>   |

|   |   |
|---|---|
|   | <p>app.</p> <p>The <b>s47E(d)</b> page will display:</p> <ul style="list-style-type: none"> <li>• Claim ID</li> <li>• Date submitting for processing</li> <li>• Estimated Completion Date (ECD) which can be advised to the customer</li> <li>• A 'withdraw claim' option</li> <li>• <b>s47E(d)</b></li> </ul> <p><a href="#">Claim processing</a> is completed using Process Direct.</p>   |
| 5 | <p><b>Exceptional circumstances</b> + Read more ...</p> <p>If, during the course of completing the ACC, the customer indicated they (or their partner) are experiencing exceptional circumstances which prevent them from engaging in recognised activities, Service Officers should consider whether an Exceptional Circumstances Activity Test result may be appropriate.</p> <p><b>Note:</b> if the customer (or their partner) are eligible for an automatic Activity Test result or exemption due to their circumstances, and are receiving the maximum hours required, no further discussion is required. For more information, see <a href="#">Activity Test for Child Care Subsidy (CCS)</a>.</p> <p>If the customer is seeking access to more subsidised hours, evidence will need to be required to support any request a request for an Exceptional Circumstances Activity Test result. For more information, see <a href="#">Exceptional Circumstances for Child Care Subsidy (CCS) and Additional Child Care Subsidy (ACCS)</a>.</p> |

## References

Historical Version valid from 2/04/2019 9:29 am to 7/05/2019 11:06 am

This page contains links to policy and legislation.

### Policy

[Family Assistance Guide, 4.6.1 General Provisions for Making a Claim for CCS by Fee Reduction](#)

[Family Assistance Guide, 4.6.1.10 CCS - Making an Effective Claim](#)

### Legislation

Links to the Federal Register of Legislation site point to a 'Series' page which lists all available historical versions. Navigate to the appropriate legislative reference(s) listed below by selecting the 'Latest' compilation at the top of the list.

[Family Assistance Legislation Amendment \(Jobs for Families Child Care Package\) Act 2017](#)

[A New Tax System \(Family Assistance\) Act 1999](#)

[Child Care Subsidy Minister's Rules 2017](#)

## Resources

Historical Version valid from 2/04/2019 9:29 am to 7/05/2019 11:06 am

This page contains links to the Payment and Service Finder located on the Department of Human Services website and the offline (paper) claims for Child Care Subsidy and Additional Child Care Subsidy, links to online support, and information about the online claim declaration. Links on this page may be unavailable to external audiences.

### On this Page:

#### Human Services Website

[Payment and Service Finder](#)

[Claim a payment online using your Centrelink online account](#)

## Online support

[mySupport](#)

s47E(d)

## Forms

**Note:** links will be provided when forms are available.

[FA084 Claim for Child Care Subsidy](#) (which includes the option to apply for Additional Child Care Subsidy (Grandparent))

[FA085 Claim for Additional Child Care Subsidy \(Transition to Work\)](#)

[FA086 Claim for Additional Child Care Subsidy \(Temporary Financial Hardship\)](#)

## My Obligations - Online Claim Declaration

When a customer completes an online claim, Service Officers are required to read the 'my obligations' information to the customer as a verbal declaration the information is true and correct.

### I declare that:

- The information in this claim is complete and correct, and reflects my current personal circumstances
- I will notify the Department of Human Services of any changes to this information as soon as possible
- I have read the terms and conditions for the [Electronic Messaging](#) and [online letters](#) if I have provided a mobile phone number and/or email address
- I have read and understand the [Privacy Notice](#)

### I understand that:

- I must notify the Department of Human Services of any changes in my circumstances as soon as possible
- I may need to provide further information to the Department of Human Services
- Giving false or misleading information is a serious offence
- The Department of Human Services can make enquiries necessary to ensure I receive the correct entitlement
- My receipt of payments may be affected if I do not do any of the above

Only when the customer accepts the above obligations can Service Officers select the 'I have read, understood and accept my obligations' check box.

## Training & Support

Historical Version valid from 2/04/2019 9:29 am to 7/05/2019 11:06 am

Related training packages in the [s47E\(d\)](#) in ESSentials:

- [s47E\(d\)](#) - CCS eligibility and entitlement
- [s47E\(d\)](#) - Claiming CCS and ACCS

To find the relevant course, add the course number to the **Search** field.

s22-out of scope



# Australian Government

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## Services Australia

## Claiming Child Care Subsidy (CCS) and Additional Child Care Subsidy (ACCS) 007-17103102

Historical Version valid from 13/04/2021 10:39 am to 17/05/2021 5:28 am

### Background

s22-out of scope

This document outlines how customers can claim Child Care Subsidy (CCS) (and Combined CCS/Additional Child Care Subsidy (ACCS) claims) online or with help from a Service Officer using Assisted Customer Claim (ACC).

### Initial contact to claim CCS



If a person contacts to claim CCS, an online claim must be offered first. Explain the benefits of claiming online:

- help to apply for the right payment through streaming questions and early warnings if they may not be eligible
- less information for them to provide, as information from their Centrelink record will be pre-populated into the online claim
- they can monitor the progress of their claim through their Centrelink online account or the Express Plus Centrelink mobile app

If they decline the online claim offer, ACC must then be run by a Service Officer with the customer. Once ACC is completed, advise the customer of any outstanding documents they need to provide or action they need to take to submit their claim.

### Customers with nominee arrangements



If a nominee is claiming on behalf of a person, encourage the nominee to help the person claim using the person's Centrelink online account. If the nominee is unable or unwilling to do so, a Service Officer is to run the ACC with the nominee.

### Online claims



Customers can [claim online](#). Customers can complete the claim in their own time without the need to speak to a Service Officer. A started online claim can be saved so the customer can continue with it later.

Before a customer is able to submit their claim they are required to upload any required documentation they will need to provide to support their claim.

Submitted online claims can be processed quickly as claim information is uploaded onto the customer's record when the claim is ready to finalise.

Customers can claim CCS as a standalone claim or combine it with other families' payments being claimed through the [families' online claim](#).

Families cannot claim CCS before a child's birth, but can claim before the child starts to attend child care. Customers are required to [confirm their child's enrolment](#) before any CCS payments can be made.

## Restricted Access

Restricted Access (RA) customers do not have the option of claiming CCS via Online Services. These customers need to lodge an offline (paper) FA084 Child Care Subsidy claim to be assessed for CCS.

If a Service Officer is presented with a FA084 claim from an RA customer, via Workload Manager or in a Service Centre, contact must be made with the Families and Child Care Business Processing Branch who will arrange processing of the claim.

See the [Process](#) page for further information.

## Additional Child Care Subsidy (ACCS) applications



Depending on answers provided within the CCS online claim and ACC, customers may be given the opportunity to apply for the following within the CCS claim:

- [ACCS \(Grandparent\)](#)
- [ACCS \(Temporary Financial Hardship\)](#), or
- [ACCS \(Transition to Work\)](#)

Current CCS customers can apply for ACCS at any time via their online account by selecting the appropriate service from the Child Care Subsidy submenu. Offline (paper) applications are available in limited circumstances for ACCS (Temporary Financial Hardship) and ACCS (Transition to Work).

## ACCS (Child Wellbeing)

The child care service, rather than an individual, seeks eligibility for ACCS (Child Wellbeing) for a child. Payment of CCS and ACCS cannot be made to the service until the individual has claimed and been assessed as eligible for the child. In the majority of cases, it is important to advise the customer to lodge an application for CCS for the child as soon as possible. See [Additional Child Care Subsidy \(ACCS\) Child Wellbeing for more information](#).

## Assisted Customer Claims (ACC)

If a person contacts seeking assistance with claiming CCS/ACCS, staff must complete an ACC if the customer:

- does not have access to a suitable device and/or the internet
- is [not eligible to register for self service](#) or
- is deemed [unable or unsuitable to complete an online claim](#)

Service Officers can also [help Indigenous customers living in remote communities](#) who have language or literacy barriers affecting their capacity to use forms or online services to claim CCS/ACCS.

Service Officers can access ACC via the [s47E\(d\)](#) and entering the customer's CRN.

Before starting a paper or verbal claim with the [s47E\(d\)](#) update the customer's personal details. If ACC is started before these details are updated, the claim can be saved and the updates made outside the claim before submitting it. Updates made will appear on the [s47E\(d\)](#) page in ACC.

The customer must answer some streaming questions on the [s47E\(d\)](#) screens to check if they are claiming the most suitable income support payment. If the customer would not be eligible for CCS based on their answers to these questions, discuss alternative options.

Select [s47E\(d\)](#) when ready to start.

If there is a started claim on the [s47E\(d\)](#), the claim can be:

[s47E\(d\)](#)

## Offline (paper) claims

In extremely limited circumstances (for example, Remote Servicing Team has no internet connectivity, lack of interpreter availability to assist with verbal claim), customers can lodge an offline (paper) claim.

The [Resources](#) page has a link to the offline claim (forms) for CCS and standalone applications for ACCS (Temporary Financial Hardship) and (Transition to Work).

## Making decisions on a CCS claim

For a CCS claim to be assessed, the claim must be effective and a customer's eligibility can be determined. Non-effective claims are deemed as not having been made and a new claim will need to be lodged.

If the system is unable to automatically determine if a claim meets the criteria for straight through processing (grants or rejections), for example, the customer has indicated they have an exceptional circumstance, a work item will be created and allocated to a CCS trained Service Officer to action.

All ACCS applications (including CCS/ACCS combined claims) are allocated to appropriately skilled staff to validate evidence and manage any exceptions.

## Progress of pending claims

Customers may contact requesting their claim/application [s47E\(d\)](#)

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The [Process](#) page contains more information about managing progress of claim enquiries.

The [Resources](#) page contains links to the Payment and Service Finder located on the Services Australia website and the offline (paper) claims for CCS and ACCS, links to online support and information about the online claim declaration.

## Related links

[Transition arrangements for Child Care Subsidy \(CCS\) and Additional Child Care Subsidy \(ACS\)](#)

[Child Care Subsidy \(CCS\) and Additional Child Care Subsidy \(ACCS\) claims](#)

[Add child claim for Child Care Subsidy \(CCS\)](#)

[Enrolment requirements for Child Care Subsidy \(CCS\)](#)

[Eligibility for Child Care Subsidy \(CCS\)](#)

[Additional Child Care Subsidy \(ACCS\) \(Grandparent\) eligibility and applications](#)

[Additional Child Care Subsidy \(ACCS\) \(Temporary Financial Hardship\) eligibility and applications](#)

[Additional Child Care Subsidy \(ACCS\) \(Transition to Work\) eligibility and applications](#)

[Additional Child Care Subsidy \(ACCS\) \(Child Wellbeing\)](#)

[Online and Assisted Customer Claims \(ACC\) for Family Assistance, Parental Leave Pay \(PPL\) and Dad and Partner Pay \(DAP\)](#)

[Access to Centrelink self service - set-up, checking, locking and resetting](#)

[Helping customers provide proof of a child's birth for family assistance and Paid Parental Leave scheme claims](#)

[Assisting Indigenous customers to claim family assistance and/or Paid Parental Leave scheme payments](#)

[Exemption from providing Tax File Numbers when claiming Child Care Subsidy \(CCS\)](#)

## Process

Historical Version valid from 13/04/2021 10:39 am to 17/05/2021 5:28 am

This page contains information on how to help a person claim CCS.

Select the relevant tab:

- [s47E\(d\)](#) tab explains how to help a person make a claim online
- [s47E\(d\)](#) tab explains how to check a person's circumstances to ensure a new claim is required, complete an assisted customer claim with them, and lodgement of claims and documentation

## Self-managed

## On this page

[Making a CCS claim online](#)

[Specific questions for CCS](#)

[Submitting a claim](#)

## Making a CCS claim online

Table 1: This table contains information for Service Officers to help customers access their Centrelink online account to start and complete a claim for Child Care Subsidy (CCS).

| Step | Action   |
|------|--|
| 1    | <p><b>Check access to online account</b> + Read more ...</p>  <p>Check that the customer is registered with an <a href="#">active Centrelink online account</a>.</p> <p>If they do not have an active account they will need to confirm their identity at their local service centre to <a href="#">register for a Centrelink online account</a>.</p> <p>Advise customers how they can create a <a href="#">myGov account</a> and link it to their Centrelink services. This will also enable them to receive Centrelink mail online through the myGov inbox.</p> <p>Service centre staff can help customers with their online claim through self-service terminals.</p> <p>The Payment and Service Finder on the website can be used by customers to check if Child Care Subsidy (CCS) is an appropriate payment for them, and to start their claim.</p> <p>If the customer contacts about:</p> <ul style="list-style-type: none"> <li>• claiming CCS Via online services, <a href="#">go to Step 2</a></li> <li>• the progress of an online claim, <a href="#">go to Step 5</a></li> <li>• a claim streamed out early as not eligible, <a href="#">go to Step 6</a></li> </ul> |
| 2    | <p><b>To start and complete an online claim</b> + Read more ...</p>  <p>To start an online claim for CCS, customers must:</p> <ul style="list-style-type: none"> <li>• <a href="#">sign into myGov</a> and access their linked Centrelink online account</li> </ul> <p>select <b>Payments and Claims &gt; Claims &gt; Make a Claim</b> from the menu, then select <b>Start a new claim</b> on the <b>Online Claims</b> page</p> <ul style="list-style-type: none"> <li>• from the <b>Make a claim</b> page, select <b>Get started</b> under the <b>Families</b> category</li> <li>• Select <b>Apply for Family Assistance (including Paid Parental Leave)</b></li> <li>• the <b>Check your eligibility for Families</b> page will be displayed. The customer must answer the streaming questions to check they are claiming the most appropriate payment based on their circumstances</li> <li>• Select '<b>Next</b>' to continue the claim process</li> </ul>  |

|   |  |
|---|--|
|   | <p><b>Note:</b> if a CCS current customer contacts querying how to apply for ACCS via online services, these applications are submitted via a Change of Circumstances. For more information, go to:</p> <ul style="list-style-type: none"> <li>• <a href="#">ACCS (Grandparent) eligibility and applications</a></li> <li>• <a href="#">ACCS (Temporary Financial Hardship) eligibility and applications</a></li> <li>• <a href="#">ACCS (Transition to Work) eligibility and applications</a></li> </ul>  |
| 3 | <p><b>Claim options for CCS</b> + Read more ...</p> <p>The <b>Claim Options</b> page will display. Depending their circumstances, Child Care Subsidy can be claimed as follows:</p> <ul style="list-style-type: none"> <li>• CCS claim - to be used by CCP-CUR wishing to have CCS for an additional child(ren)</li> <li>• FTB + CCS claim</li> <li>• FTB + CCS + PPL claim</li> </ul> <p>After selecting the claim option appropriate for their needs, customers will select <b>Claim now</b>.</p> <p>At this point customers will be asked to check their details in <b>My Profile</b> and confirm the information is current. Customers are required to update their personal information as this cannot be updated as part of the CCS claim.</p> <p>Once the claim is started, the claim will display:</p> <ul style="list-style-type: none"> <li>• Claim type</li> <li>• Claim status</li> <li>• Claim number</li> <li>• Instructions to 'Submit your claim as soon as possible to be paid from the earliest date'</li> <li>• Sections of the claim required to be completed</li> </ul> <p>The <a href="#">Resources</a> page contains a link to the Services Australia Website online claim online guide.</p> <p><b>Note:</b> If a customer has a Restricted Access (RA) record, they are not able to lodge an online claim for CCS. These customers will need to lodge an offline (paper) claim.</p> <p>The <a href="#">Resources</a> page contains a link to the non-digital claim form.</p> |
| 4 | <p><b>Online claim status</b> + Read more ...</p> <p><b>Incomplete claims</b> require additional information from the customer and submission before they will be processed. <b>Available Actions</b> allow a customer to select <b>Continue</b> with their claim or <b>Cancel</b> their claim.</p> <p><b>Submitted claims</b> are claims waiting to be processed and cannot be edited by the customer. Customers can withdraw their claim by selecting the <b>Withdraw</b> link from the <b>Available Actions</b> table. Customers can also view their submitted claim by selecting <b>View claim</b>.</p> <p><b>Cancelled claims</b> are claims which have been cancelled by the customer before the claim has been submitted. Before the claim is cancelled customers are advised that:</p> <ul style="list-style-type: none"> <li>• after it is cancelled, this claim cannot be viewed or continued</li> <li>• this action cannot be undone</li> </ul> <p><b>Completed claims</b> have been processed. s47E(d)</p> <p><b>Withdrawn claims</b> are claims which have been submitted by the customer but then withdrawn if the customer chose not to pursue the claim. Customers are advised before withdrawing their online claim that:</p> <ul style="list-style-type: none"> <li>• after it is withdrawn, this claim cannot be reinstated</li> <li>• they cannot appeal this decision</li> </ul> <p>s47E(d)<br/>See <a href="#">Cancel or withdraw an online claim</a>.</p>                     |
| 5 | <p><b>Customer contact - new claim progress</b> + Read more ...</p> <p>If a customer contacts to check the progress of their new claim, in Process Direct, Service Officers should:</p> <ul style="list-style-type: none"> <li>• search the customer's details in s47E(d)</li> <li>• select the s47E(d) icon to view outstanding claims</li> </ul>   |

If the claim has been finalised select the **s47E(d)** icon and advise the customer of the outcome of their claim.

If the claim has not been finalised:

**s47E(d)**

**Note:** **s47E(d)**

### **Requests for priority processing**

**s47E(d)**

**Note:** for customers in crisis, also refer to Helping a customer in crisis or financial hardship claim family assistance and Identifying and offering services to customers in crisis or needing special help.



Customers should be encouraged to subscribe to Electronic Messaging in order to receive targeted messaging relating to their claim progress and advised to monitor their claim tracker in their online account or Express Plus Centrelink mobile app

### **To view claim details**

The information provided by the customer in the online claim or ACC can be viewed by Service Officers. See [Process Direct](#) for information about how to access this.

### **Claim Tracker**

When a customer lodges a claim online they are provided with an estimated date of completion. Whenever a customer accesses their Centrelink online account, they can monitor the progress of an outstanding CCS claim via a claim tracker which is displayed on the landing page.

|   |   |
|---|---|
|   | <p><b>Customer wishes to withdraw claim</b></p> <p>If the customer wishes to withdraw their online claim,  encourage them to withdraw their own claim via online services.</p> <p>To withdraw a claim on behalf of a customer see <a href="#">Withdrawal of claims</a>.</p> <p><b>Rejected claim</b></p> <p>When the claim has been rejected the customer must be provided an explanation of this decision. It is important the customer understands the reason their claim has been rejected.</p> <p>There is no backdating provision if the customer provides the additional information to support their claim within 13 weeks of the date a decision was made to reject their claim. Customers will need to submit a new claim for CCS.</p> <p>If, after a thorough explanation has been provided to the customer, they wish to seek an internal review, see <a href="#">Review of decision</a>.</p> <p><b>Not effective claims</b></p> <p>Claims are effective if all the necessary information and/or evidence is provided at the time the claim is lodged. If a claim is not effective, no decision can be made about eligibility so a review of a decision cannot be requested. The claim is taken not to have been made and a new claim will need to be lodged.</p> |
| 6 | <p><b>Claim streamed out early as not eligible</b> + Read more ...</p> <p>Customers who begin the Child Care Subsidy claim process online are presented with a <b>Check Your Eligibility</b> question set which will result in the early identification of ineligibility.</p> <p>If a customer contacts regarding their streamed out claim, they must be provided with an explanation based on their circumstances. It is important the customer understands the reason why they were streamed out and should be encouraged to explore their options via Payment and Service Finder.</p> <p>For more information see <a href="#">Eligibility for Child Care Subsidy (CCS)</a>.</p>  |

## Specific questions for CCS

Table 2: This table describes the specific question set for CCS claims.

| Step | Action  |
|------|---|
| 1    | <p><b>About me – Australian residence – specific questions for CCS - foreign sponsored student</b> + Read more ...</p> <p><b>Customer is claiming CCS as a foreign sponsored student</b></p> <p>For residency purposes, the foreign sponsored student questions will not display if the customer selects Australia as the country they are currently living in.</p> <p>Advise the customer:</p> <ul style="list-style-type: none"> <li>• <b>What country are you currently living in? (required)</b> should be answered with the country the customer was living in prior to arriving in Australia. The below questions will then display: <ul style="list-style-type: none"> <li>◦ <b>Are you studying in Australia? (required)</b>, and</li> <li>◦ <b>Do you receive financial assistance from the Australian government to study? (required)</b></li> </ul> </li> <li>• At the next question, <b>Countries lived in</b>, the customer can select Australia and the date they entered to advise they are physically in Australia</li> <li>• At the <b>Next steps</b> page, this will create a task to provide proof of: <ul style="list-style-type: none"> <li>◦ study in Australia, and</li> <li>◦ financial assistance from the Australian government to study</li> </ul> </li> </ul> |
| 2    | <p><b>My Situation - specific questions for CCS - Child details</b> + Read more ...</p> <p>Any dependent children on the customer's existing record will be displayed with the message 'updates required'. Customers must provide details for each child including:</p> <ul style="list-style-type: none"> <li>• Relationship to the child</li> </ul>   |

- Whether CCS is being claimed for the child

**Customer is claiming CCS for the child**, the following information will be required:

- The same Australian residence question set and rules asked for the customer will be asked about the child
- When the child came into the customer's care
- Whether the customer (or their partner) have, or have had, shared care of the child since the start of the current financial year
  - **Yes**, further details of the shared care arrangement will be requested on the **Additional child details** page
- Whether the child has a disability
  - **Yes**, further details of the disability will be requested on the **Additional child details** page
- Whether the child has been known by any other names
  - **Yes**, details of known names are to be supplied
- Medicare details:
  - **No**, immunisation details will be included as documentation required when the claim is finished and the customer will not be able to submit the claim until Medicare details are provided
- Child Care Service Enrolment details:
  - Initial enrolment details will be submitted by the child care service. Customers must confirm information is correct. If any details are incorrect, this will be flagged with the child care service and the customer will need to speak with their child care service to request an updated enrolment notice be submitted
  - If enrolment details have not yet been submitted by the child care service, it will present to the customer as an action item once it is received

**Note:** CCS payments cannot be made until enrolment has been confirmed.
- Child Study details:
  - Options are 'Not yet started school', 'Primary Education', 'Secondary education' or 'Exempted by a state or territory education authority'
  - Depending on the child's age, customers will be required to enter the expected start date for primary or secondary school
  - If exemption is requested, full details will need to be provided

**Customer is not claiming CCS for a child**, only the Australian residence question set and rules asked for the customer will be asked about the child.

If there are other **dependent children to be added or have left care, or recently died**, the customer must provide full details for each child.

3

### **My Situation - specific questions for CCS - Activity Test** + Read more ...

Customers (and their partner) must provide details of their recognised activity/ies to determine the hours of subsidised child care they are entitled to receive.

- Are you in paid work?
  - **Yes**, and not in casual work the number of hours per fortnight are to be recorded
  - **Yes**, and the work is casual, the highest number of hours the customer is expected to work per fortnight over the next 3 months is to be used
- Date started work
- Are you doing other activities?
  - **Yes**, a list of other activities will present. Customers need to include the number of hours and the start date for each activity they are engaged in
- Other activities
  - **Yes**, to performing any other activity that maintains or improves their work skills or employment prospects, customers are to include the hours, start date and details of the activity being undertaken
- About your other circumstances
  - **Yes**, to disability preventing engagement in an activity, in prison or psychiatric confinement, the customer will be exempt from the Activity Test

The same question sets and rules asked for the customer will be asked about the partner (if they have one).

4

### **My finances - Payment destination** + Read more ...

Current payment destination details will display if the customer is currently in receipt of a payment. The customer can either select this account or add a new account.

If the customer is unable to provide the account details, they will not be able to progress with their online claim.

|   |  |
|---|--|
|   | <p>The customer must provide the following details for the relevant bank account:</p> <ul style="list-style-type: none"> <li>• Name of account</li> <li>• Branch (BSB) number</li> <li>• Account number</li> </ul>   |
| 5 | <p><b>My Finances - Tax details</b> + Read more ...</p> <p>A Tax File Number (TFN) is required for the customer (and their partner, if applicable), unless previously provided.</p> <p>If the customer is unable to provide a TFN for themselves and/or their partner or former partner, they will not be able to progress with their online claim.</p> <p>For more information, see <a href="#">Requesting a Tax File Number (TFN)</a>.</p> <p><b>TFN exemptions for partners or former partners</b></p> <p>s47E(d)</p> <p>Customers will need to contact the agency to request a TFN exemption, and the claim can be finalised via an ACC, with TFN being referred to the Level 2 Policy Helpdesk for assessment. See <a href="#">Exemption from providing Tax File Numbers when claiming Child Care Subsidy (CCS)</a>.</p>  |
| 6 | <p><b>Annual income estimate</b> + Read more ...</p> <p>Customers <a href="#">must provide a reasonable estimate</a> of their (and their partner's) Adjusted Taxable Income (ATI) for the full financial year.</p> <p>Depending on when the claim is being made, customers may be required to provide an estimate for two financial years.</p> <p>The <b>Income period selection</b> page will display, and all income periods requiring an estimate will display as 'updates required'.</p> <p><a href="#">Taxable income</a> includes any taxable government payments. Customers not required to lodge a tax return must still include any taxable income they expect to receive for the year.</p> <p>For all other <a href="#">ATI components</a>, an estimated amount is only requested if the customer indicates they will receive other components and is not requested if they indicate they expect it will be nil.</p> |
| 7 | <p><b>Additional Child Care Subsidy applications</b> + Read more ...</p> <p>Depending on the customer's circumstances and responses given during the claim, the customer may be asked if they wish to apply for ACCS.</p> <p>For more information about ACCS applications imbedded within a CCS claim see:</p> <ul style="list-style-type: none"> <li>• <a href="#">ACCS (Grandparent) eligibility and applications</a></li> <li>• <a href="#">ACCS (Temporary Financial Hardship) eligibility and applications</a></li> <li>• <a href="#">ACCS (Transition to Work) eligibility and applications</a></li> </ul>   |
| 8 | <p><b>Next steps</b> + Read more ...</p> <p>This page displays:</p> <ul style="list-style-type: none"> <li>• a list of <b>Required</b> tasks</li> <li>• the date by which the claim must be submitted before it will expire</li> <li>• a link to <a href="#">upload documents</a> via an <b>Upload</b> button against each Required task</li> </ul> <p>All Required tasks must be provided before the customer can <b>Submit</b> their claim.</p> <p>Customers can access their online claim to return to the <b>Next steps</b> page at any time before it is submitted.</p> <p>Customers have the option to:</p>  |

- go **Back** to the **Review your claim** page
- **Save** their claim

## Submitting claim and finalising

Table 3: This table describes the process for a customer to submit their claim for CCS online.

| Step | Action   |
|------|--|
| 1    | <p><b>To submit claim</b> + Read more ...</p> <p>To be able to submit their claim, customers must:</p> <ul style="list-style-type: none"> <li>• answer all mandatory questions</li> <li>• provide all their required documents</li> <li>• verify their identify (if there is no Identity Confirmation Indicator (ICI) recorded)</li> </ul> <p><a href="#">Exceptions will be made for some vulnerable customers.</a></p> <p>To be assessed from the earliest possible date, customers need to provide all information and supporting documents as soon as possible, as the claim start date is the date the online claim is submitted. The saved claim can be accessed for 13 weeks.</p> <p>If the <b>Required</b> tasks are not complete the claim cannot be submitted. Once the relevant tasks are completed, the button will change to <b>Submit</b> so the customer can then submit the claim.</p>   |
| 2    | <p><b>Uploading documents for online claims</b> + Read more ...</p>  <p>Customers can access their started online claim using their Centrelink online account or the Centrelink Express Plus mobile app to upload documents required to be able to submit their claim.</p> <p>On the <b>Next steps</b> page in the <b>Documents and forms</b> section there is an <b>Upload documents</b> button.</p>   |
| 3    | <p><b>Further assistance</b> + Read more ...</p> <p>'Channel hopping' allows:</p> <ul style="list-style-type: none"> <li>• the customer to start a claim online and have it continued by a Service Officer, or</li> <li>• a Service Officer to help a customer with starting a claim, which would then be completed by the customer online (an active Centrelink online account is required)</li> </ul> <p>For more information, see <a href="#">Assisted customer claims</a> table on Assisted tab.</p>   |
| 4    | <p><b>Customer submits an online claim</b> + Read more ...</p> <p><b>Review and submit</b></p> <p>The <b>Review your claim</b> page contains a summary of all information provided by the customer so they can check information they entered is correct.</p> <p>The customer's answers are grouped into sections for example '<b>About me</b>'.</p> <p>If any of the information has to be changed or provided, the customer can click on the <b>Update</b> button relevant to the answers which require changing. This will take them back to the question pages.</p> <p>If all of the information is correct, the customer must tick the box that says 'I have read, understood, and accept my obligations'</p> <p>When a customer submits an online claim, the system automatically:</p> <ul style="list-style-type: none"> <li>• creates a <b>DOC</b></li> <li>• uploads customer contact details</li> <li>• determines if the claim meets the criteria for straight through processing (grants or rejections) for simple claims. Processing of these claims is generally overnight, meaning customers will receive a more timely advice</li> </ul> |

|   |  |
|---|--|
|   | <p>of the outcome of their claim. If the claim does not meet the criteria for straight through processing, it will be allocated to a Service Officer for processing</p> <p>Information the customer has provided in the online claim can be viewed using the <b>Review Claim</b> function from within the customer's online claim</p> <p>See <a href="#">Viewing and processing online and Assisted Customer Claims (ACC)</a> and <a href="#">Processing Child Care Subsidy (CCS)</a> claims.</p> <p><b>Messages and notifications</b></p> <p>Customers who provide a mobile phone number or email address will be advised they will automatically be subscribed to the Electronic Messaging service unless they have previously declined. They will be asked to nominate a preferred contact method (SMS or email) for notifications.</p> <p>Customers will be advised to create a myGov account to access their linked government services online, and mail from Centrelink through the <a href="#">myGov Inbox</a>.</p> <p>Customers will be automatically subscribed to receive their Centrelink mail online. These will be delivered through the myGov Inbox if they have an account, or through the Centrelink Online Letters service if they do not yet have a myGov account.</p> <p>The customer is advised they can opt out of these services at any time.</p> <p>For details about how to process a submitted online claim see <a href="#">Processing Child Care Subsidy (CCS)</a> claims.</p> |
| 5 | <p><b>Exceptional circumstances</b> + Read more ...</p> <p>If a customer contacts while completing the online claim to advise they (or their partner) are experiencing exceptional circumstances which prevent them from engaging in recognised activities, Service Officers should consider whether an Exceptional Circumstances Activity Test result may be appropriate.</p> <p>Customers may also contact requesting access to more subsidised hours. If requested, evidence must be provided to support any request for an Exceptional Circumstances Activity Test result. For more information, see <a href="#">Exceptional Circumstances for Child Care Subsidy (CCS) and Additional Child Care Subsidy (ACCS)</a>.</p>  |

## Assisted

## On this Page

[Contact about claiming CCS](#)

[Assisted customer claims](#)

[Specific questions for CCS](#)

[Lodgement of claim or documentation](#)

## Contact about claiming CCS

Table 1: This table describes the steps to follow when a person enquires about claiming CCS.

| Step | Action   |
|------|--|
| 1    | <p><b>Initial contact</b> + Read more ...</p> <p>For information about eligibility, see <a href="#">Eligibility for Child Care Subsidy (CCS)</a>.</p>  |
| 2    | <p><b>Online claim offer</b> + Read more ...</p> <p> Is the customer willing and able to complete the claim online?</p> <p><b>Note:</b> if the customer is overseas and does not have a Centrelink online account, they will need to be issued the appropriate claim form. See <a href="#">Step 1 in Lodgement of claim or documentation</a> table.</p> |

- **Yes**, ensure they are registered with an active Centrelink online account and help them to complete their claim online. See [Self-managed](#) tab
- **No**, [go to Step 3](#)

**3** **Assisted Customer Claim (ACC)** + Read more ...

ACC is to be used by Service Officers when a customer is unable or unwilling to claim online. ACC replicates the questions in the online claim. ACC must only be used when the customer is available to answer the questions in the ACC.

ACC will identify all documents that are required from the customer before the claim can be submitted. Any required

documents can be uploaded by the Service Officer or the customer.  See [Upload documents service](#).

If the required documents include a form, this can either be printed by the customer from the Services Australia Website or issued by the Service Officer.

An ACC cannot be submitted until all required documents have been provided.

If the customer is contacting to:

- complete the ACC, see the [Assisted customer claims](#) table
- query the progress of their claim, [go to Step 4](#)
- request priority processing, [go to Step 4](#)

**4** **Customer contacts - new claim progress** + Read more ...

If a customer contacts to check the progress of their new claim, in Process Direct, and the claim has not been finalised:

s47E(d)

**Requests for priority processing**

s47E(d)

s47E(d)

**Note:** for customers in crisis, also refer to Helping a customer in crisis or financial hardship claim family assistance and Identifying and offering services to customers in crisis or needing special help.



Customers should be encouraged to subscribe to Electronic Messaging in order to receive targeted messaging relating to their claim progress and advised to monitor their claim tracker in their online account or Express Plus Centrelink mobile app.

#### **CCS and ACCS processing support and escalation process**

##### **Check existing resources**

s47E(d)

##### **Escalation**

s47E(d)

##### **Urgent cases**

s47E(d)

## **Assisted customer claims**

Table 2: this table explains the steps in running the s47E(d) CCS.

with the customer to help them claim

The ACC can be run to complete and submit a claim started by the customer online, or to start a claim for the customer to then complete and submit online.

| Step | Action   |
|------|--|
| 1    | <p><b>Before starting ACC + Read more ...</b></p> <p>When a paper claim has been provided and more information is required from the customer to complete the question set in ACC, Service Officers should attempt to contact the customer via telephone. If verbal contact cannot be established, send a request for additional information to the customer and record details under s47E(d). For more information see 'Process Direct - Request Document' in <a href="#">Circumstances Change Monitor (CCM)</a>.</p> <p>Before starting a paper or verbal claim with ACC, Service Officers must:</p> <ul style="list-style-type: none"> <li>• update the customer's personal details before submitting the claim</li> <li>• load the customer's record via the s47E(d)</li> </ul> <p><b>Note:</b> If a customer with a Restricted Access (RA) record lodges an offline (paper) claim:</p> <ul style="list-style-type: none"> <li>• check all required evidence has been included with the claim</li> <li>• Scan the paper claim together with any supporting documents to the customer's record. This will generate an activity which will be allocated to an appropriately trained Service Officer for processing</li> <li>• If they are a Restricted Access (RA) customer, email details to the <a href="#">Families and Child Care Business Processing Branch</a> once the FA084 has been scanned. Business Processing will arrange processing of the claim</li> </ul> |
| 2    | <p><b>Start ACC + Read more ...</b></p> <p>Staff can access ACC via the s47E(d)</p> <ul style="list-style-type: none"> <li>• Select s47E(d) when ready to start. If there is a started claim on the s47E(d) the claim can be s47E(d)</li> <li>• If an offline (paper) claim has been provided, ensure the DOR is the date the paper claim was provided to the agency</li> <li>• If reassessing a previous CCS claim, ensure the DOR is the date the original CCS claim was submitted</li> <li>• Read the <b>privacy</b> message to the customer and ask if they want to hear the full privacy agreement. Read this to the customer if requested. The customer must agree to the privacy agreement prior to commencing the claim</li> <li>• Ask the customer the s47E(d) streaming questions and select the appropriate answers, prior to selecting s47E(d). Eligibility questions may result in the early identification of ineligibility</li> </ul>   |
| 3    | <p><b>Intention to Claim page + Read more ...</b></p> <p>If the customer has made prior contact in relation to the claim, this page displays:</p> <ul style="list-style-type: none"> <li>• Claim number</li> <li>• Claim Status</li> <li>• 'Submit your claim as soon as possible to be paid from the earliest date'. This prompts Service Officers to advise their claim cannot be submitted until all required documents or evidence is provided'</li> </ul>   |
| 4    | <p><b>Claim progress + Read more ...</b></p> <p>The s47E(d) page displays the sections of the claim required to be completed. The sections must be completed in order and the next section cannot be started until the previous section is completed:</p> <ul style="list-style-type: none"> <li>• Confirm your basic details</li> <li>• Tell us about your situation</li> <li>• Tell us about your finances</li> <li>• Review your claim and submit</li> </ul> <p>The sections are accessed by selecting s47E(d)</p>  |

Each section contains modules with relevant questions. The modules are displayed as tiles on the page. On each question page, the customer can select:

- **Back** to go back to the previous question or module
- **Save** to save the claim at the current stage
- **Next** to progress forward with the module questions

Once each module is completed the Service Officer will be returned to the **s47E(d)** page to select the next section.

All compulsory questions (with the exception of bank account and TFN details) and all required documents must be provided before the ACC can be submitted.

## Specific questions for CCS

Table 3: This table describes the specific question set for CCS claims.

| Step | Action   |
|------|--|
| 1    | <p><b>About me – Australian residence – specific questions for CCS - foreign sponsored student</b> + Read more ...</p> <p><b>Customer is claiming CCS as a foreign sponsored student</b></p> <p>For residency purposes, the foreign sponsored student questions will not display if the customer selects Australia as the country they are currently living in.</p> <p>Advise the customer:</p> <ul style="list-style-type: none"> <li>• <b>What country are you currently living in? (required)</b> should be answered with the country the customer was living in prior to arriving in Australia. The below questions will then display: <ul style="list-style-type: none"> <li>◦ <b>Are you studying in Australia? (required)</b>, and</li> <li>◦ <b>Do you receive financial assistance from the Australian government to study? (required)</b></li> </ul> </li> <li>• At the next question, <b>Countries lived in</b>, the customer can select Australia and the date they entered to advise they are physically in Australia</li> <li>• At the <b>Next steps</b> page, this will create a task to provide proof of: <ul style="list-style-type: none"> <li>◦ study in Australia, and</li> <li>◦ financial assistance from the Australian government to study</li> </ul> </li> </ul>  |
| 2    | <p><b>Tell us about your situation - specific questions for CCS - Child details</b> + Read more ...</p> <p>Any dependent children on the customer's existing record will be displayed with the message 'updates required'. Customers must provide details for each child including:</p> <ul style="list-style-type: none"> <li>• Relationship to the child</li> <li>• Whether CCS is being claimed for the child</li> </ul> <p><b>Customer is claiming CCS for the child</b>, the following information will be required:</p> <ul style="list-style-type: none"> <li>• The same Australian residence question set and rules asked for the customer will be asked about the child</li> <li>• When the child came into the customer's care</li> <li>• Whether the customer (or their partner) have, or have had, shared care of the child since the start of the current financial year <ul style="list-style-type: none"> <li>◦ <b>Yes</b>, further details of the shared care arrangement will be requested on the <b>s47E(d)</b> page</li> </ul> </li> <li>• Whether the child has a disability <ul style="list-style-type: none"> <li>◦ <b>Yes</b>, further details of the disability will be requested on the <b>s47E(d)</b> page</li> </ul> </li> <li>• Whether the child has been known by any other names <ul style="list-style-type: none"> <li>◦ <b>Yes</b>, details of known names are to be supplied</li> </ul> </li> <li>• Medicare details: <ul style="list-style-type: none"> <li>◦ <b>No</b>, immunisation details will be included as documentation required when the claim is finished and the customer will not be able to submit the claim until Medicare details are provided</li> <li>◦ <b>Note:</b> if the Service Officer identifies the child may be eligible for an immunisation exemption, appropriate action should be taken when the ACC is completed to initiate a request for an exemption. For more information, see <a href="#">Immunisation requirements for Child Care Subsidy (CCS)</a></li> </ul> </li> </ul> |

- Child Care Service Enrolment details:
  - Initial enrolment details will only display if they have been submitted by the child care service. Confirm information is correct. If any details are incorrect, this will be flagged with the child care service. Advise the customer they will need to speak with their child care service to request an updated enrolment notice be submitted
  - If enrolment details have not yet been submitted by the child care service, it will present to the customer as an action item once it is received. This will also occur if a disputed enrolment notice is resubmitted by the provider
- **Note:** CCS payments cannot be made until enrolment has been confirmed
- Child Study details:
  - Options are 'Not yet started school', 'Primary Education', 'Secondary education' or 'Exempted by a state or territory education authority'
  - Depending on the child's age, customers will be required to enter the expected start date for primary or secondary school
  - If the child is attending secondary school, or 14 years or older, additional questions will be asked to determine whether the customer wants to apply for an [age/school status exemption](#)

If there are other **dependent children to be added or have left care, or recently died**, the customer will need to provide full details for each child.

### 3 **Tell us about your situation - specific questions for CCS - Activity Test** + Read more ...

Customers (and their partner) must provide details of their recognised activity/ies to determine the hours of subsidised child care they are entitled to receive.

- Are you in paid work?
  - **Yes**, and not in casual work the number of hours per fortnight are to be recorded
  - **Yes**, and the work is casual, the highest number of hours the customer is expected to work per fortnight over the next 3 months is to be used
- Date started work
- Are you doing other activities?
  - **Yes**, a list of other activities will present. Customers need to include the number of hours and the start date for each activity they are engaged in
  - If the activity is '**Setting up a business**', advise the customer the activity can only be used for a maximum of 26 weeks in a 12 month period. If the customer wants to use less than 26 weeks, this will need to be updated once the claim is assessed. For more information, see [Activity Test for Child Care Subsidy \(CCS\)](#).
- Other activities
  - **Yes**, to performing any other activity that maintains or improves their work skills or employment prospects, customers are to include the hours, start date and details of the activity being undertaken
- About your other circumstances
  - **Yes**, to disability preventing engagement in an activity, in prison or psychiatric confinement, the customer will be exempt from the Activity Test

The same question sets and rules asked for the customer will be asked about the partner (if they have one).

**Note:** if the customer indicates they or their partner may have exceptional circumstances which prevent them from undertaking recognised activities, Service Officers are to discuss further once the ACC has been completed.

### 4 **Tell us about your finances - Payment instructions** + Read more ...

Current payment destination details will display if the customer is currently in receipt of a payment. The customer can either select this account or add a new account.

**Note:** CCS payments are not made to the payment destination linked to FAO Service Reason - **s47E(d)**

The customer must provide the following details for the relevant bank account:

- Name of account
- Branch (BSB) number
- Account number

**Customer does not have their account details available**

**s47E(d)**

No account information will be saved and the Service Officer can continue the claim to submission.

|   |  |
|---|--|
|   | <p><b>Note:</b> when bypassing the <a href="#">s47E(d)</a> page:</p> <ul style="list-style-type: none"> <li>• this checkbox <b>must only</b> be selected if the customer advises they will provide details of a bank account within 14 days</li> <li>• if bank account (or TFN) details are the only outstanding information - advise the customer the claim will not be assessed until bank details are provided. If not provided within 28 days, the claim will be made not effective and a new claim must be lodged</li> <li>• if other documents are required to support the claim - advise the customer the claim will not be submitted until all required documents have been provided. If at that time the customer is still unable to provide bank account details, the ACC can be submitted, however will not be assessed as outlined above</li> </ul>  |
| 5 | <p><b>Tell us about your finances - Tax details</b> + Read more ...</p> <p>A Tax File Number (TFN) is required for the customer (and their partner, if applicable), unless previously provided. <a href="#">s47E(d)</a></p> <p>The Service Officer can continue the claim to submission.</p> <p><b>Note:</b> when bypassing the Tax Details page:</p> <ul style="list-style-type: none"> <li>• This checkbox must only be selected if the customer advises they will provide their or their partner's TFN within 14 days or they have requested an exemption from providing their partner or former partner's TFN</li> <li>• If the customer knows they have a Tax File Number, but are unaware of the number, direct them to contact the Australia Taxation Office (ATO) on the personal taxation enquire line <b>132 861</b></li> <li>• If TFN (and bank account details) are the only outstanding information - advise the customer their claim will not be assessed until they provide their TFN. If not provided within 28 days, their claim will be made not effective and they will need to lodge a new claim.</li> <li>• If other documents are required to support the claim - advise the customer their claim will not be submitted until all required documents have been provided. If at that time the customer is still unable to provide TFN details, the ACC can be submitted however it will not be assessed as outlined above</li> </ul> <p>For more information, see <a href="#">Requesting a Tax File Number (TFN)</a>.</p> <p><b>TFN exemptions for partners or former partners</b></p> <p><a href="#">s47E(d)</a></p> <p>For more information see <a href="#">Exemption from providing Tax File Numbers when claiming Child Care Subsidy (CCS)</a>.</p> |
| 6 | <p><b>Tell us about your finances - Income estimate</b> + Read more ...</p> <p>Customers claiming CCS <a href="#">must provide a reasonable estimate</a> of their (and their partner's) Adjusted Taxable Income (ATI) for the full financial year, even if only receiving an income support payment.</p> <p>Depending on when the claim is being made, customers may be required to provide an estimate for 2 financial years.</p> <p>The <a href="#">s47E(d)</a> page will display, and all income periods requiring an estimate will display as 'updates requ</p> <p><a href="#">Taxable income</a> includes any taxable government payments. Customers not required to lodge a tax return must still include any taxable income they expect to receive for the year.</p> <p>Ask the customer whether they have any income from the other <a href="#">ATI components</a>. <a href="#">s47E(d)</a></p>  |
| 7 | <p><b>Additional Child Care Subsidy (ACCS) applications</b> + Read more ...</p> <p>Depending on the customer's circumstances and responses given during the claim, the customer may be asked if they wish to apply for ACCS.</p> <p>For more information about ACCS applications imbedded within a CCS claim see:</p> <ul style="list-style-type: none"> <li>• <a href="#">ACCS (Grandparent) eligibility and applications</a></li> </ul>  |

- [ACCS \(Temporary Financial Hardship\) eligibility and applications](#)
- [ACCS \(Transition to Work\) eligibility and applications](#)

## Lodgement of claim or documentation

Table 4: this table describes the process to finalise an ACC.

| Step | Action  |
|------|---|
| 1    | <p><b>Review your claim and submit</b> + Read more ...</p> <p>Check that all information is correct on the <a href="#">s47E(d)</a> page.</p> <ul style="list-style-type: none"> <li>• If answers need to be corrected, select the relevant Update button</li> <li>• If personal details need to be corrected, exit the ACC and update using the <a href="#">s47E(d)</a> workflow. This information will then populate into the claim</li> </ul> <p><b>Verbal claim declaration</b></p> <p>Does the customer agree to a verbal declaration script being read to meet their signature requirements?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, select the <a href="#">s47E(d)</a> hyperlink <a href="#">s47E(d)</a> and read the <b>claim declaration</b> to the customer. <b>Note:</b> if the hyperlink is unavailable, see the <a href="#">Resources</a> page for a copy of the Online claim declaration text <ul style="list-style-type: none"> <li>◦ Select the 'I have read, understood and accept my obligations' check box</li> <li>◦ Record the following information on the customer's record via <a href="#">s47E(d)</a> in Process Direct: <ul style="list-style-type: none"> <li>◦ <a href="#">Go to Step 2</a></li> </ul> </li> </ul> </li> <li>• <b>No</b>, a Customer Declaration Form (CDF) is required. The CDF must be printed by selecting the <a href="#">s47E(d)</a> icon on the right of the <a href="#">s47E(d)</a> page, and issued to the customer to sign and return. Advise the customer the claim will not be taken as submitted until the signed CDF is returned, and any supporting documentation (if applicable) is provided <ul style="list-style-type: none"> <li>◦  Run the <a href="#">s47E(d)</a> guided procedure to request the claimant return the signed CDF within 14 days</li> <li>◦  Ask claimant to sign CDF. Scan CDF to their record</li> </ul> </li> </ul> |
| 2    | <p><b>Next steps</b> + Read more ...</p> <p>This page lists:</p> <ul style="list-style-type: none"> <li>• information or tasks <b>required</b> for the claim to be submitted</li> <li>• bank account and TFN details will display as <a href="#">s47E(d)</a> tasks</li> <li>• the date by which the claim must be submitted before it expires</li> <li>• links to download or print required forms</li> </ul> <p>Advise the customer of documents or evidence requirements, explaining their claim cannot be lodged until the evidence is provided. If the customer has not agreed to the verbal declaration, they will also need to provide a signed CDF before the ACC can be submitted.</p> <p>An ACC can be saved and will remain in draft for 13 weeks, after which time it will expire and a new claim (ACC) will need to be initiated.</p>   |
| 3    | <p><b>Uploading documents</b> + Read more ...</p> <p> Encourage customers to access their Centrelink online account or the Centrelink Express Plus mobile app to upload documents and then submit their claim.</p> <p><a href="#">s47E(d)</a></p>  |

|   |  |
|---|--|
| 4 | <p><b>Submit claim via ACC</b> + Read more ...</p> <p>An ACC <b>can</b> be submitted if the only outstanding information are bank account and/or TFN details. Remind customers to provide their details within 14 days. They can provide this information verbally,  or via their online account or the Express Plus Centrelink mobile app as it will display as an outstanding task. If details are not provided within 28 days, their claim will be not effective and they will need to lodge a new claim.</p> <p>An ACC <b>cannot</b> be submitted if <b>required</b> documentation has not been provided. Service Officers must advise the customer their date of claim will only take effect from the date they provide their documentation.</p> <p> Once a claim is submitted, customers subscribed to Electronic Messaging will receive a Notification confirming the submission and reminded to monitor their claim tracker in their online account or Express Plus Centrelink mobile app.</p> <p>The <b>s47E(d)</b> page will display:</p> <ul style="list-style-type: none"> <li>• Claim ID</li> <li>• Date submitting for processing</li> <li>• Estimated Completion Date (ECD) which can be advised to the customer</li> <li>• A 'withdraw claim' option</li> <li>• <b>s47E(d)</b></li> </ul> <p><a href="#">Claim processing</a> is completed using Process Direct.</p> |
| 5 | <p><b>Exceptional circumstances</b> + Read more ...</p> <p>If, during the course of completing the ACC, the customer indicated they (or their partner) are experiencing exceptional circumstances which prevent them from engaging in recognised activities, Service Officers should consider whether an Exceptional Circumstances Activity Test result may be appropriate.</p> <p><b>Note:</b> if the customer (or their partner) are eligible for an automatic Activity Test result or exemption due to their circumstances, and are receiving the maximum hours required, no further discussion is required. For more information, see <a href="#">Activity Test for Child Care Subsidy (CCS)</a>.</p> <p>If the customer is seeking access to more subsidised hours, evidence will need to be required to support any request a request for an Exceptional Circumstances Activity Test result. For more information, see <a href="#">Exceptional Circumstances for Child Care Subsidy (CCS) and Additional Child Care Subsidy (ACCS)</a>.</p>  |

## References

Historical Version valid from 13/04/2021 10:39 am to 17/05/2021 5:28 am

## Policy

[Family Assistance Guide, 4.6.1 General Provisions for Making a Claim for CCS by Fee Reduction](#)

[Family Assistance Guide, 4.6.1.10 CCS - Making an Effective Claim](#)

## Legislation

Links to the Federal Register of Legislation site go to a 'Series' page. Select the 'Latest' version.

[Family Assistance Legislation Amendment \(Jobs for Families Child Care Package\) Act 2017](#)

[A New Tax System \(Family Assistance\) Act 1999](#)

[Child Care Subsidy Minister's Rules 2017](#)

## Resources

Historical Version valid from 13/04/2021 10:39 am to 17/05/2021 5:28 am

This page contains links to the Payment and Service Finder located on the Services Australia website and the offline (paper) claims for CCS and ACCS, links to online support, and information about the online claim declaration.

## Services Australia Website

[Payment and Service Finder](#)

[Claim a payment online using your Centrelink online account](#)

## Online support

[mySupport](#)

s47E(d)

## Forms

**Note:** links will be provided when forms are available.

[FA084 Claim for Child Care Subsidy](#) (which includes the option to apply for Additional Child Care Subsidy (Grandparent))

[FA085 Claim for Additional Child Care Subsidy \(Transition to Work\)](#)

[FA086 Claim for Additional Child Care Subsidy \(Temporary Financial Hardship\)](#)

## My Obligations - Online Claim Declaration

When a customer completes an online claim, Service Officers are to read the 'my obligations' information to the customer as a verbal declaration the information is true and correct.

### I declare that:

- The information in this claim is complete and correct, and reflects my current personal circumstances
- I will notify Services Australia of any changes to this information as soon as possible
- I have read the terms and conditions for the [Electronic Messaging](#) and [online letters](#) if I have provided a mobile phone number and/or email address
- I have read and understand the [Privacy Notice](#)

### I understand that:

- I must notify Services Australia of any changes in my circumstances as soon as possible
- I may need to provide further information to Services Australia
- Giving false or misleading information is a serious offence
- Services Australia can make enquiries necessary to ensure I receive the correct entitlement
- My receipt of payments may be affected if I do not do any of the above

Only when the customer accepts the above obligations can Service Officers select the 'I have read, understood and accept my obligations' check box.

## Training & Support

Historical Version valid from 13/04/2021 10:39 am to 17/05/2021 5:28 am

Add the course number to the **Search** field in the [s47E\(d\)](#) ) in ESSentials:

- [s47E\(d\)](#) - CCS eligibility and entitlement
- [s47E\(d\)](#) - Claiming CCS and ACCS

s22-out of scope



## Australian Government

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### Services Australia

#### Progress of claim – Families claims 007-07010050

Historical Version valid from 27/03/2019 7:40 am to 20/05/2019 9:29 am

#### Background

s22-out of scope

This does not include Parenting Payment Partnered (PPP) and Parenting Payment Single (PPS) claims. Service Officers should refer to Office Locator for the customer's nearest service centre regarding information about these claims. The [Resources](#) page contains a link to Office Locator.

This document outlines information for Service Officers to answer customer queries about their Families claim, to determine if the claim is actionable and when it is appropriate to escalate the claim for priority processing. Claims include instalment and lump sum claims for Family Tax Benefit (FTB), lump sum claims for Child Care Benefit (CCB) for approved care, Parental Leave Pay (PPL) or a combination of these payments, or Dad and Partner Pay (DAP).

#### On this Page:

##### Pre-claim benefit status

A separate procedure applies for [checking the status of a pre-birth/entry into care claim for family assistance and Paid Parental Leave scheme payments](#).

##### Child Care Subsidy (CCS)

See [Claiming Child Care Subsidy \(CCS\) and Additional Child Care Subsidy \(ACCS\)](#) for information about claim progress in Process Direct.

##### Actionable claims

When all the information required to assess a claim has been provided, the claim is actionable.

A [Person Permitted to Enquire \(PPE\)](#) may request for an actionable claim to be finalised. If the Service Officer is satisfied that the PPE is acting in the best interests of the customer and it would be reasonable for the PPE to provide the outstanding information, claim processing can occur in most cases. **Note:** certain information can only be accepted from a customer, such as [Payment choices](#).

### Paper claims

When processing a paper claim for family assistance, PPL or DAP, Smart Centre Service Officers must:

- Record details from the paper claim form onto the customer's record using Assisted Customer Claim (ACC). **Note:** ACC cannot be used to process claims for persons granted a Humanitarian/Refugee visa (SS415). Service Officers can action these claims manually
- Complete the [s47E\(d\)](#) to process and assess entitlement once ACC has been used to record the claim details

**Always use the correct date of receipt** when processing claims. This date can sometimes differ from the **capture date** used to confirm the date of a scanned claim. Confirm the correct date in [s47E\(d\)](#) in Customer First. This screen displays the **date of receipt** and the **capture date**.

### Check for outstanding information or documentation

If further information is required to finalise the claim and the information cannot be obtained verbally, advise the customer that the claim cannot be referred for finalisation and advise them what additional information or documentation is required.

### Referrals of actionable claims

Service Officers will refer the claim for finalisation via the appropriate channels, where the criteria for claim escalation is met:

- the claim is actionable, **and**
- the customer meets the definition of a [family in crisis](#) or a [family experiencing financial hardship](#)

See the [Process](#) page for further information. Unless directed, **do not** send an [s47E\(d\)](#) for any follow-up requirements.

### Family in crisis or experiencing financial hardship

If a customer has contacted meets the definition of a [family in crisis](#) or [family experiencing financial hardship](#) and requires assistance in lodging a claim for families

payments, see [Helping customers in crisis or financial hardship claim family assistance](#).

The [Resources](#) page contains examples of **s47E(d)** **DOCs**, links to the Human Services Website, the Families and Child Care intranet page and Office Locator.

### **Related links**

[Helping customers in crisis or financial hardship claim family assistance](#)

[Checking the status of an early claim for family assistance and Paid Parental Leave scheme payments](#)

[Helping customers provide proof of a child's birth for family assistance, Child Care Subsidy \(CCS\) and Paid Parental Leave scheme claims](#)

[Assessing family assistance and Paid Parental Leave scheme claims](#)

[Child Care Benefit \(CCB\) claim for registered care](#)

[Processing proof of a child's birth](#)

[Telephone standards](#)

[Request for urgent processing of a new claim when experiencing financial hardship](#)

[Request for urgent processing of a job seeker or Parenting Payment claim when experiencing financial hardship](#)

[Request for urgent processing of a student claim when experiencing financial hardship](#)

[Progress of claim - Carer Payment \(CP\) and/or Carer Allowance \(CA\)](#)

[Progress of claim - Disability Support Pension \(DSP\)](#)

[Progress of claim - Farm Household Allowance \(FHA\)](#)

### **Process**

Historical Version valid from 27/03/2019 7:40 am to 20/05/2019 9:29 am

This page contains information for Service Officers to answer queries from customers about the progress of their Families claim, to determine if the claim is actionable and when it is appropriate to escalate the claim for priority processing.

### **On this Page:**

[Families claims](#)

[Contact following advice of claim outcome](#)

**Families claims**

**Progress of Families claims**

Table 1: This table describes information about the progress of claims for Families, and determining whether it is appropriate to escalate the claim for priority processing.

| Step | Action   |
|------|--|
| 1    | <p><b>Customer enquiries about the progress of a Families claim</b> + Read more ...</p> <p>Claims include instalment or lump sum claims for Family Tax Benefit (FTB), lump sum claims for Child Care Benefit (CCB) for approved care, CCB for registered care (CCI), Parental Leave Pay (PPL) or a combination of these payments or Dad and Partner Pay (DAP).</p> <p>Identify if the claim has been processed by checking the following:</p> <ul style="list-style-type: none"> <li>• <a href="#">s47E(d)</a></li> <li>• </li> <li>• </li> </ul> <p>Has the claim been processed?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, <a href="#">go to Step 2</a></li> <li>• <b>No</b>, <a href="#">go to Step 3</a> to check for a <a href="#">s47E(d)</a> <b>DOC</b></li> </ul> |
| 2    | <p><b>Processed claim</b> + Read more ...</p> <p>Discuss the following with the customer:</p> <ul style="list-style-type: none"> <li>• Advise the customer of the outcome of their claim and that a letter explaining the outcome of their claim has been sent to them. <b>Note:</b> if a <a href="#">s47E(d)</a> see <a href="#">Assessing Parental Leave Pay (PPL) claims</a>.</li> <li>• If the customer's claim has been rejected or the customer advises they will appeal the outcome or wish to make a complaint, see <a href="#">Step 1</a></li> </ul>  |

|   |  |
|---|--|
|   | <p><a href="#">in the Customer options regarding claim outcome</a> table. Procedure ends here.</p>   |
| 3 | <p><b>Check for a s47E(d) DOC + Read more ...</b></p> <p>For all enquiries relating to unprocessed claims, first check the s47E(d) screen in the customer's record for a s47E(d) <b>DOC</b>.</p> <p>This <b>DOC</b> provides information on where the claim is in the assessment process, and if any additional information has been requested from the customer.</p> <p>The <a href="#">Resources</a> page contains examples of a s47E(d) <b>DOC</b>.</p> <p>Is a s47E(d) <b>DOC</b> available?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, and additional information: <ul style="list-style-type: none"> <li>○ <b>has been</b> requested from the customer, <a href="#">go to Step 6</a></li> <li>○ <b>has not been</b> requested from the customer: discuss timeframes around processing of claims, <a href="#">go to Step 7</a>, or if the customer meets the definition of a <a href="#">family in crisis</a> or <a href="#">experiencing financial hardship</a>, <a href="#">go to Step 9</a></li> </ul> </li> <li>• <b>No</b>, check for a claim: <ul style="list-style-type: none"> <li>○ For <b>online claim</b>, check s47E(d)</li> </ul> <p style="text-align: center;">For help, see <a href="#">Viewing and processing online and assisted customer claims</a></p> <ul style="list-style-type: none"> <li>○ For <b>paper claim</b>, check s47E(d)</li> <li>○ If the claim is located and requires regenerating or re-indexing, <a href="#">go to Step 4</a></li> <li>○ If the customer has an FTB status of s47E(d) or s47E(d) in the current or previous financial year, determine s47E(d) . See <a href="#">Restoration of Family Tax Benefit (FTB)</a> for more information</li> </ul> </li> </ul> |

|   |  |
|---|--|
|   | <ul style="list-style-type: none"><li>○ If the claim cannot be located after thoroughly checking the customer's record, <a href="#">go to Step 5</a></li></ul>   |
| 4 | <p><b>Regenerate or re-index Families claim for allocation</b> + Read more ...</p> <p><b>Online claim</b></p> <p>See <a href="#">Pre-processing checks for standalone and combined claims for family assistance and/or Paid Parental Leave payments</a></p> <p><b>Paper claim</b></p> <p>s47E(d)</p> |

|   |   |
|---|---|
|   | <p>s47E(d)</p> <p><a href="#">Go to Step 6</a></p>  |
| 5 | <p><b>No claim on customer's record</b> + Read more ...</p> <p>If no online claim or scanned paper claim can be located, ask the customer what method they used to submit the claim (online or paper form).</p> <p>If the customer mailed a paper claim form, advise them it has not yet been received:</p> <ul style="list-style-type: none"> <li>• For customers who meet the definition of a <a href="#">family in crisis</a> or <a href="#">experiencing financial hardship</a>, see <a href="#">Helping customers in crisis or financial hardship claim family assistance</a></li> <li>• For all other customers, advise the option to complete an <a href="#">online claim for family assistance and/or PPL</a>, and explain the Department of Human Services cannot process a claim until it is received.<br/>Procedure ends here</li> </ul> <p>If the customer says they claimed online, ask if they have a receipt number or claim ID.</p> <p>Can the customer provide a receipt number or claim ID?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, escalate the issue to ICT via existing escalation protocols: <ul style="list-style-type: none"> <li>○ document the record with the date the customer advised they lodged the claim, the claim ID/receipt number and other relevant information</li> <li>○ advise the customer to complete a further <a href="#">online claim for family assistance and/or PPL</a>, to minimise any further delay</li> </ul> </li> <li>• <b>No</b>, <ul style="list-style-type: none"> <li>○ document the record with the date the customer advised they lodged the claim and other relevant information</li> </ul> </li> </ul> |

|   |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>○ advise the customer to complete a further <a href="#">online claim for family assistance and/or PPL</a>, to minimise any further delay.</li> </ul> <p>Procedure ends here.</p>   |
| 6 | <p><b>Checking for outstanding information/documentation</b> + Read more ...</p> <p>Before a claim can be actioned, all outstanding documentation or information needs to be provided by the customer.</p> <p>Outstanding information/documentation can include:</p> <ul style="list-style-type: none"> <li>• Proof of birth (POB) - check <b>s47E(d)</b> . Post birth claims can only be finalised if POB has been provided, or is already coded on the customer's record. See <a href="#">Helping customers provide proof of a child's birth for family assistance, Child Care Subsidy (CCS) and Paid Parental Leave scheme claims</a>. <b>Note:</b> <b>s47E(d)</b></li> <li>• Tax File Number (TFN) - (if applicable) required for most Families claims to be assessed. <b>Update customer's record</b> if TFN provided. See <a href="#">Provision of Tax File Number (TFN) for family assistance and Paid Parental Leave scheme payments</a></li> <li>• Bank account details, <b>update customer's record</b> if current details are provided. See <a href="#">Changing payment destination</a> for assistance if required</li> <li>• <a href="#">Acceptable receipts/statements for a registered care claim</a></li> <li>• For claims involving shared care or change of care, check <b>s47E(d)</b> for any evidence of care arrangements. See: <ul style="list-style-type: none"> <li>○ <a href="#">Notification and assessment of shared care arrangements for Family Tax Benefit (FTB)</a></li> <li>○ <a href="#">Change of care for Family Tax Benefit (FTB)</a></li> <li>○ For claims involving shared care or change of care where no evidence has been <b>provided</b>, advise the customer of what kind of <a href="#">evidence</a> can be provided</li> </ul> </li> <li>• Outstanding <b>Member of a Couple Assessment</b> - <a href="#">check if referral to MOC processing staff is required</a></li> </ul> |

- For FTB instalment claims, check that the estimate provided within the claim still reflects the customer's circumstances and is reasonable
  - The estimate provided can be viewed using the s47E(d) function
  - If the customer commenced the claim between 1 April and 30 June of the previous financial year, the system will have requested the customer's (and partner's if applicable) income details for that year and the next financial year
  - If the customer commenced the claim prior to 1 April, they will not have been requested to provide a new financial year estimate. Where the customer is contacting on or after 1 April, staff must obtain a new financial year estimate and include it in the s47E(d) doc
  - If the customer indicates that the estimate has changed, update the s47E(d) doc with the new information

If a scanned image required for a claim (e.g. claim form) is not appearing on s47E(d) within a reasonable time from lodgement, this needs to be followed up. There are different processes depending on how and where the customer lodged the document. See [Digital image not located on Centrelink customer record](#).

**Note: Online Claims** or scanned images may not be accessible during system outage.

Is further information/documentation still outstanding?

- **Yes,**
  - Advise the customer their claim cannot be finalised until the information is provided. Obtain the information verbally where possible. The information can be provided via [Upload documents](#)
  - Record the details of information provided to the customer on the s47E(d) **DOC** (if available) or create a **DOC** for the purpose. Procedure ends here
- **No,**

|   |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>○ If claim is on hold and can be actioned, change the <a href="#">s47E(d)</a></li> <li>○ Advise the customer of claim processing timeframes if applicable <a href="#">go to Step 7</a>, or</li> <li>○ If a system outage is preventing the claim from being processed, <a href="#">go to Step 8</a></li> <li>○ If the customer meets the definition of a <a href="#">family in crisis</a> or <a href="#">experiencing financial hardship</a>, <a href="#">go to Step 9</a></li> </ul>  |
| 7 | <p><b>Timeframes for claim outcome</b> + Read more ...</p> <p>If the customer is enquiring about how long their claim will take before they have an outcome, and they do not meet the definition of a family in crisis or experiencing financial hardship, use the following script:</p> <p>'Thank you for lodging your Family Assistance claim. Please be assured we are processing claims as quickly as possible to manage the high demand across the business. We will let you know the outcome as soon as it is complete. If you have been requested to provide information, it is important that you do so as soon as possible so as not to delay your claim. Thank you for your patience.'</p> <p>If the customer advises during the call they are a <a href="#">family in crisis</a> or <a href="#">experiencing financial hardship</a>, <a href="#">go to Step 9</a>.</p> |
| 8 | <p><b>System outage</b> + Read more ...</p> <p>If a system outage is preventing determination on whether the claim is actionable, advise the customer:</p> <p>'We are currently experiencing technical difficulties which are preventing us from accessing the information required to process your claim at this time. We will assess your claim as soon as possible. Once your claim is processed, if eligible you will be paid for the period you are entitled to. We will notify you of the outcome of your claim in writing once it has been finalised. Thank you for your patience.'</p> <p>Does the customer meet the definition of a <a href="#">family in crisis</a> or <a href="#">experiencing financial hardship</a>?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, <a href="#">go to Step 9</a></li> </ul>  |

|    |  |
|----|--|
|    | <ul style="list-style-type: none"> <li>• <b>No</b>, procedure ends here</li> </ul>   |
| 9  | <p><b>Family in crisis or financial hardship</b> + Read more ...</p> <p>For customers <a href="#">experiencing financial hardship</a>, the claim can be escalated for priority processing, <a href="#">go to Step 10</a></p> <p>For customers who meet the definition of <a href="#">family in crisis</a> , see <a href="#">Helping a customer in crisis or financial hardship claim family assistance</a>. Procedure ends here.</p>   |
| 10 | <p><b>Experiencing financial hardship - families claim escalation check</b> + Read more ...</p> <p>Check the <a href="#">s47E(d)</a> screen.</p> <p>Is there already an <a href="#">s47E(d)</a> screen requesting hardship processing of this claim?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, <ul style="list-style-type: none"> <li>○ <b>Advise the customer:</b><br/>'Your claim has been referred for urgent processing. Once your claim has been finalised, we will send you a letter advising the outcome'</li> <li>○ Procedure ends here.</li> </ul> </li> <li>• <b>No</b>, <a href="#">go to Step 11</a></li> </ul> |
| 11 | <p><b>Experiencing financial hardship - families claim escalation</b> + Read more ...</p> <p><a href="#">s47E(d)</a></p>   |

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|  | <ul style="list-style-type: none"> <li>• s47E(d)</li> </ul> <p><b>For claims where both parties have indicated a <a href="#">Disagreement over care arrangements</a>:</b></p> <p>s47E(d)</p> <p><b>Advise the customer:</b></p> <p>'Your claim has been referred for urgent processing. Once your claim has been finalised, we will send you a letter advising the outcome.'</p> |
|--|--|

#### Contact following advice of claim outcome

#### Customer options regarding claim outcome

Table 2: This table provides Service Officers with information on what to advise customers if their claim is rejected, an appeal is lodged or they wish to lodge a complaint.

| Item | Description   |
|------|---|
| 1    | <p><b>Rejection of claim</b> + Read more ...</p> <p>Using information contained on the s47E(d) <b>DOC</b> on record, explain to the customer why their claim has been rejected.</p> <p>If the customer advises they disagree with the decision, inform them of their review and appeal rights under Family Assistance or Paid Parental law. If the customer requests a review of the decision to reject the Families claim, see <a href="#">Initial request for review of decision or appeal (CLK)</a>.</p> |
| 2    | <p><b>Appeals</b> + Read more ...</p> <p>If the customer has requested a review of the decision, advise the customer:</p>   |

|   |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>• 'A Subject Matter Expert has performed/will perform a quality check on the decision to reject your Families claim and it may be referred for appeal to an Authorised Review Officer'</li> </ul> <p>If the customer enquires about the progress of their Authorised Review Officer (ARO) review:</p> <ul style="list-style-type: none"> <li>• Advise the customer their review will be allocated to the next available Authorised Review Officer who will endeavour to contact them as soon as possible after allocation. Do not commit to a timeframe for this contact</li> <li>• Check the customer's contact details are correct and confirm and <b>DOC</b> the preferred contact details, including phone number (mobile or landline) and time of day contact preference</li> </ul> <p><b>See also:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">About Review of decision and appeals</a></li> <li>• <a href="#">Quality checks by a Subject Matter Expert (SME), referral to Authorised Review Officer (ARO) and implementation of ARO decisions</a></li> <li>• <a href="#">Reviews by an Authorised Review Officer (ARO)</a></li> </ul> |
| 3 | <p><b>Complaints</b> + Read more ...</p> <p>If a complaint is received refer to <a href="#">Managing customer complaints and feedback</a> for the process.</p>  |

## References

Historical Version valid from 27/03/2019 7:40 am to 20/05/2019 9:29 am

This page contains links to policy and legislation.

## Policy

[Family Assistance Guide, 4.2.4, FTB Claim Actions](#)

[Paid Parental Leave Guide, 4.1, Claims for PLP](#)

## Legislation

Links to the Federal Register of Legislation site point to a 'Series' page which lists all available historical versions. Navigate to the appropriate legislative reference(s) listed below by selecting the 'Latest' compilation at the top of the list.

[A New Tax System \(Family Assistance\) \(Administration\) Act 1999, section 154, General power to obtain information](#)

[Paid Parental Leave Act 2010, section 56, Requirements of the claim](#)

## Resources

Historical Version valid from 27/03/2019 7:40 am to 20/05/2019 9:29 am

This page contains links to the Human Services Website and the intranet, and examples of **s47E(d) DOCs**. Links on this page may be unavailable to external audiences.

## Human Services Website

[Payments for families](#)

## Intranet links

[Smart Centres South](#) - Families and Child Care Branch

[Office Locator](#)

## Examples

### Examples of **s47E(d) DOCs**

This table provides examples of **s47E(d) DOCs** that can be used as a guide for updating information relating to a customer's claim.

| Example | Description   |
|---------|---|
| 1       | <b>Family Tax Benefit (FTB) online claim (OLC) - claim progress + Read more ...</b><br><b>s47E(d)</b> |

|   |         |
|---|---------|
|   | s47E(d) |
| 2 | s47E(d) |

s22-out of scope



## Australian Government

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### Services Australia

#### Progress of claim - Families claims 007-07010050

Historical Version valid from 17/03/2021 8:19 am to 23/04/2021 10:46 am

#### Background

s22-out of scope

This does not include Parenting Payment Partnered (PPP) and Parenting Payment Single (PPS) claims. Service Officers should refer to Locator for the customer's nearest service centre regarding information about these claims. The [Resources](#) page contains a link to Locator.

This document outlines information for Service Officers to answer customer queries about their Families claim, to determine if the claim is actionable and when it is appropriate to escalate the claim for priority processing. Claims include instalment and lump sum claims for Family Tax Benefit (FTB), Parental Leave Pay (PPL) or a combination of these payments, or Dad and Partner Pay (DAP).

#### On this Page:

##### Pre-claim benefit status

A separate procedure applies for [checking the status of a pre-birth/entry into care claim for family assistance and Paid Parental Leave scheme payments](#).

##### Child Care Subsidy (CCS)

See [Claiming Child Care Subsidy \(CCS\) and Additional Child Care Subsidy \(ACCS\)](#) for information about claim progress in Process Direct.

##### Actionable claims

When all the information required to assess a claim has been provided, the claim is actionable.

A [Person Permitted to Enquire \(PPE\)](#) may request for an actionable claim to be finalised. If the Service Officer is satisfied that the PPE is acting in the best interests of the

customer and it would be reasonable for the PPE to provide the outstanding information, claim processing can occur in most cases. **Note:** certain information can only be accepted from a customer, such as [Payment choices](#).

### Paper claims

When processing a paper claim for family assistance, PPL or DAP, Smart Centre Service Officers must:

- Record details from the paper claim form onto the customer's record using Assisted Customer Claim (ACC). **Note:** ACC cannot be used to process claims for persons granted a Humanitarian/Refugee visa (SS415). Service Officers can action these claims manually
- Complete the [s47E\(d\)](#) to process and assess entitlement once ACC has been used to record the claim details

**Always use the correct date of receipt** when processing claims. This date can sometimes differ from the **capture date** used to confirm the date of a scanned claim. Confirm the correct date in [s47E\(d\)](#) in Customer First. This screen displays the **date of receipt** and the **capture date**.

### Check for outstanding information or documentation

If further information is required to finalise the claim and the information cannot be obtained verbally, advise the customer that the claim cannot be referred for finalisation and advise them what additional information or documentation is required.

### Referrals of actionable claims

Service Officers will refer the claim for finalisation via the appropriate channels, where the criteria for claim escalation is met:

- the claim is actionable, **and**
- the customer meets the definition of a [family in crisis](#) or a [family experiencing financial hardship](#)

See the [Process](#) page for further information. Unless directed, **do not** send an [s47E\(d\)](#) for any follow-up requirements.

### Family in crisis or experiencing financial hardship

If a customer has contacted meets the definition of a [family in crisis](#) or [family experiencing financial hardship](#) and requires assistance in lodging a claim for families payments, see [Helping customers in crisis or financial hardship claim family assistance](#)

**Note:** from 10 June 2019, FTB top-ups, supplements, lump sum claim amounts and instalment arrears can be used to recover any family assistance, social security,

student assistance and Paid Parental Leave scheme payment debts. This will occur even if the customer has a current payment arrangement. Previously, FTB amounts could only be used to recover FTB, CCB and Child Care Rebate (CCR) debts.

Where exceptional and/or unforeseen circumstances apply which may cause the customer to suffer severe financial hardship, customers can request to be [temporarily excluded](#) from debt recovery prior to any money being taken from their FTB arrears, lump sum or top-up payments.

The [Resources](#) page contains examples of [s47E\(d\)](#) **DOCs**, links to Services Australia Website, the Families and Child Care intranet page and Locator.

## **Related links**

[Helping customers in crisis or financial hardship claim family assistance](#)

[Checking the status of an early claim for family assistance and Paid Parental Leave scheme payments](#)

[Helping customers provide proof of a child's birth for family assistance, Child Care Subsidy \(CCS\) and Paid Parental Leave scheme claims](#)

[Assessing family assistance and Paid Parental Leave scheme claims](#)

[Processing proof of a child's birth](#)

[Telephone standards](#)

[Request for urgent processing of a new claim when experiencing financial hardship](#)

[Progress of claim - Carer Payment \(CP\) and/or Carer Allowance \(CA\)](#)

[Progress of claim - Disability Support Pension \(DSP\)](#)

[Progress of claim - Farm Household Allowance \(FHA\)](#)

## **Process**

Historical Version valid from 17/03/2021 8:19 am to 23/04/2021 10:46 am

[Progress of Families claims](#)

[Customer options regarding claim outcome](#)

## **Progress of Families claims**

Table 1

| Step | Action  |
|------|---|
| 1    | <p><b>Customer enquiries about the progress of a Families claim</b> + Read more ...</p> <p>Claims include instalment or lump sum claims for Family Tax Benefit (FTB), Parental Leave Pay (PPL) or a combination of these payments or Dad and Partner Pay (DAP).</p> <p>For information about Child Care Subsidy (CCS) claim progress in Process Direct, see <a href="#">Claiming Child Care Subsidy (CCS) and Additional Child Care Subsidy (ACCS)</a>.</p> <p>Identify if the claim has been processed by checking the following:</p> <ul style="list-style-type: none"> <li>• s47E(d)</li> <li>•</li> <li>•</li> </ul> <p>Has the claim been processed?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, <a href="#">go to Step 2</a></li> <li>• <b>No</b>, <a href="#">go to Step 3</a> to check for a s47E(d) <b>DOC</b></li> </ul> |
| 2    | <p><b>Processed claim</b> + Read more ...</p> <p>Discuss the following with the customer:</p> <ul style="list-style-type: none"> <li>• Advise the customer of the outcome of their claim and that a letter explaining the outcome of their claim has been sent to them. <b>Note:</b> if a s47E(d) see <a href="#">Assessing Parental Leave Pay (PPL) claims</a>.</li> <li>• If the customer's claim has been rejected or the customer advises they will appeal the outcome or wish to make a complaint, see <a href="#">Step 1 in the Customer options regarding claim outcome</a> table. Procedure ends here.</li> </ul>   |
| 3    | <p><b>Check for a s47E(d) DOC</b> + Read more ...</p>   |

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|  | <p>For all enquiries relating to unprocessed claims, first check the <a href="#">s47E(d)</a> screen in the customer's record for a <a href="#">s47E(d)</a> <b>DOC</b>.</p> <p>This <b>DOC</b> provides information on where the claim is in the assessment process, and if any additional information has been requested from the customer.</p> <p>The <a href="#">Resources</a> page contains examples of a <a href="#">s47E(d)</a> <b>DOC</b>.</p> <p>Is a <a href="#">s47E(d)</a> <b>DOC</b> available?</p> <ul style="list-style-type: none"> <li>• <b>Yes,</b> <ul style="list-style-type: none"> <li>○ and there is no started claim activity on <a href="#">s47E(d)</a> <a href="#">go to Step 4</a></li> <li>○ and additional information <b>has been</b> requested from the customer, <a href="#">go to Step 6</a></li> <li>○ and additional information <b>has not been</b> requested from the customer:<br/>discuss timeframes around processing of claims, <a href="#">go to Step 7</a>,<br/>or<br/>if the customer meets the definition of a <a href="#">family in crisis</a> or <a href="#">experiencing financial hardship</a>, <a href="#">go to Step 9</a></li> </ul> </li> <li>• <b>No,</b> check for a claim: <ul style="list-style-type: none"> <li>○ For <b>online claim</b>, check <a href="#">s47E(d)</a></li> </ul> <p style="text-align: center;">For help, see <a href="#">Viewing and processing online and assisted customer claims</a></p> <ul style="list-style-type: none"> <li>○ For <b>paper claim</b>, check <a href="#">s47E(d)</a></li> <li>○ If the claim is located and requires regenerating or re-indexing, <a href="#">go to Step 4</a></li> <li>○ If the customer has an FTB status of <a href="#">s47E(d)</a> or <a href="#">s47E(d)</a> in the current or previous financial year, determine <a href="#">s47E(d)</a><br/>See <a href="#">Restoration of Family Tax Benefit (FTB)</a> for more information</li> </ul> </li> </ul> |
|--|--|

|   |   |
|---|---|
|   | <ul style="list-style-type: none"><li>○ If the claim cannot be located after thoroughly checking the customer's record, <a href="#">go to Step 5</a></li></ul>  |
| 4 | <p><b>Regenerate or re-index Families claim for allocation</b> + Read more ...</p> <p><b>Online claim</b></p> <p><a href="#">Regenerate or reindex the claim</a> as required, then <a href="#">go to Step 6</a>.</p> <p><b>Paper claim</b></p> <p>s47E(d)</p> |

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|---|--|
|   | <p>s47E(d)</p> <p><a href="#">Go to Step 6</a></p>   |
| 5 | <p><b>No claim on customer's record</b> + Read more ...</p> <p>If no online claim or scanned paper claim can be located, ask the customer what method they used to submit the claim (online or paper form).</p> <p>If the customer mailed a paper claim form, advise them it has not yet been received:</p> <ul style="list-style-type: none"> <li>• For customers who meet the definition of a <a href="#">family in crisis</a> or <a href="#">experiencing financial hardship</a>, see <a href="#">Helping customers in crisis or financial hardship claim family assistance</a></li> <li>• For all other customers, advise the option to complete an  <a href="#">online claim for family assistance and/or PPL</a>, and explain Services Australia cannot process a claim until it is received. Procedure ends here</li> </ul> <p>If the customer says they claimed online, ask if they have a receipt number or claim ID.</p> <p>Can the customer provide a receipt number or claim ID?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, escalate the issue to ICT via existing escalation protocols: <ul style="list-style-type: none"> <li>○ document the record with the date the customer advised they lodged the claim, the claim ID/receipt number and other relevant information</li> <li>○ advise the customer to complete a further  <a href="#">online claim for family assistance and/or PPL</a>, to minimise any further delay</li> </ul> </li> <li>• <b>No</b>,</li> </ul> |

|   |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>○ document the record with the date the customer advised they lodged the claim and other relevant information</li> <li>○ advise the customer to complete a further  <a href="#">online claim for family assistance and/or PPL</a>, to minimise any further delay.</li> </ul> <p>Procedure ends here.</p>  |
| 6 | <p><b>Checking for outstanding information/documentation</b> + Read more ...</p> <p>Before a claim can be actioned, all outstanding documentation or information needs to be provided by the customer.</p> <p>Outstanding information/documentation can include:</p> <ul style="list-style-type: none"> <li>• Proof of birth (POB) - check <b>s47E(d)</b> . Post birth claims can only be finalised if POB has been provided, or is already coded on the customer's record. See <a href="#">Helping customers provide proof of a child's birth for family assistance, Child Care Subsidy (CCS) and Paid Parental Leave scheme claims</a>. <b>Note:</b> <b>s47E(d)</b></li> <li>• Tax File Number (TFN) - (if applicable) required for most Families claims to be assessed. <b>Update customer's record</b> if TFN provided. See <a href="#">Provision of Tax File Number (TFN) for family assistance and Paid Parental Leave scheme payments</a></li> <li>• Bank account details, <b>update customer's record</b> if current details are provided. See <a href="#">Changing payment destination</a> for assistance if required</li> <li>• For claims involving shared care or change of care, check <b>s47E(d)</b> for any evidence of care arrangements. See: <ul style="list-style-type: none"> <li>○ <a href="#">Notification and assessment of shared care arrangements for Family Tax Benefit (FTB)</a></li> <li>○ <a href="#">Change of care for Family Tax Benefit (FTB)</a></li> <li>○ For claims involving shared care or change of care where no evidence has been <b>provided</b>, advise the customer of what kind of <a href="#">evidence</a> can be provided</li> </ul> </li> </ul> |

- Outstanding **Member of a Couple Assessment** - [check if referral to MOC processing staff is required](#)
- For FTB instalment claims, check that the estimate provided within the claim still reflects the customer's circumstances and is reasonable
  - The estimate provided can be viewed using the s47E(d) function
  - If the customer commenced the claim between 1 April and 30 June of the previous financial year, the system will have requested the customer's (and partner's if applicable) income details for that year and the next financial year
  - If the customer commenced the claim prior to 1 April, they will not have been requested to provide a new financial year estimate. Where the customer is contacting on or after 1 April, staff must obtain a new financial year estimate and include it in the s47E(d) doc
  - If the customer indicates that the estimate has changed, update the s47E(d) doc with the new information

If a scanned image required for a claim (e.g. claim form) is not appearing on s47E(d) within a reasonable time from lodgement, this needs to be followed up. There are different processes depending on how and where the customer lodged the document. See [Digital image not located on Centrelink customer record](#).

**Note: Online Claims** or scanned images may not be accessible during system outage.

Is further information/documentation still outstanding?

- **Yes,**
  - Advise the customer their claim cannot be finalised until the information is provided. Obtain the information verbally where possible. The information can be provided via  [Upload documents](#)
  - Annotate the s47E(d) **DOC** (if available) with the details of information provided to the customer or create a s47E(d) **DOC** for this purpose. Procedure ends here

|   |  |
|---|--|
|   | <ul style="list-style-type: none"> <li>• <b>No,</b> <ul style="list-style-type: none"> <li>○ If claim is on hold and can be actioned, update s47E(d) to s47E(d) by selecting s47E(d) in the s47E(d) tab to allow claim allocation via s47E(d) (d)</li> <li>○ Advise the customer of claim processing timeframes if applicable <a href="#">go to Step 7</a>, or</li> <li>○ If a system outage is preventing the claim from being processed, <a href="#">go to Step 8</a></li> <li>○ If the customer meets the definition of a <a href="#">family in crisis</a> or <a href="#">experiencing financial hardship</a>, <a href="#">go to Step 9</a></li> </ul> </li> </ul>  |
| 7 | <p><b>Timeframes for claim outcome</b> + Read more ...</p> <p>If the customer is enquiring about how long their claim will take before they have an outcome, and they do not meet the definition of a family in crisis or experiencing financial hardship, use the following script:</p> <p>'Thank you for lodging your Family Assistance claim. Please be assured we are processing claims as quickly as possible to manage the high demand across the business. We will let you know the outcome as soon as it is complete. If you have been requested to provide information, it is important that you do so as soon as possible so as not to delay your claim. Thank you for your patience.'</p> <p><b>Note:</b> from 10 June 2019, FTB top-ups, supplements, lump sum claim amounts and instalment arrears can be used to recover any family assistance, social security, student assistance and Paid Parental Leave scheme payment debts. This will occur even if the customer has a current payment arrangement.</p> <p>If the customer advises during the call they are a <a href="#">family in crisis</a> or <a href="#">experiencing financial hardship</a>, <a href="#">go to Step 9</a>.</p> |
| 8 | <p><b>System outage</b> + Read more ...</p> <p>If a system outage is preventing determination on whether the claim is actionable, advise the customer:</p> <p>'We are currently experiencing technical difficulties which are preventing us from accessing the information required to process your claim at this time.'</p>   |

|    |  |
|----|--|
|    | <p>We will assess your claim as soon as possible. Once your claim is processed, if eligible you will be paid for the period you are entitled to. We will notify you of the outcome of your claim in writing once it has been finalised. Thank you for your patience.'</p> <p>Does the customer meet the definition of a <a href="#">family in crisis</a> or <a href="#">experiencing financial hardship</a>?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, <a href="#">go to Step 9</a></li> <li>• <b>No</b>, procedure ends here</li> </ul>  |
| 9  | <p><b>Family in crisis or financial hardship</b> + Read more ...</p> <p><b>Note:</b> from 10 June 2019, FTB top-ups, supplements, lump sum claim amounts and instalment arrears can be used to recover any family assistance, social security, student assistance and Paid Parental Leave scheme payment debts. This will occur even if the customer has a current payment arrangement.</p> <p>Where exceptional and/or unforeseen circumstances apply which may cause the customer to suffer severe financial hardship, customers can request to be <a href="#">temporarily excluded</a> from debt recovery prior to any money being taken from their FTB arrears, lump sum or top-up payments.</p> <p>For customers <a href="#">experiencing financial hardship</a>, the claim can be escalated for priority processing, <a href="#">go to Step 10</a></p> <p>For customers who meet the definition of <a href="#">family in crisis</a> , see <a href="#">Helping a customer in crisis or financial hardship claim family assistance</a>. Procedure ends here.</p> |
| 10 | <p><b>Experiencing financial hardship - families claim escalation check</b> + Read more ...</p> <p>Check the <a href="#">s47E(d)</a> screen.</p> <p>Is there already an <a href="#">s47E(d)</a> screen requesting hardship processing of this claim?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, <ul style="list-style-type: none"> <li>○ <b>Advise the customer:</b><br/>'Your claim has been referred for urgent processing. Once your claim has been finalised, we will send you a letter advising the outcome'</li> </ul> </li> </ul>   |

|    |  |
|----|--|
|    | <ul style="list-style-type: none"> <li>○ Procedure ends here.</li> <li>• <b>No, <a href="#">go to Step 11</a></b></li> </ul>   |
| 11 | <p><b>Experiencing financial hardship - families claim escalation</b> + Read more <a href="#">s47E(d)</a></p> <p><b>For claims where both parties have indicated a <a href="#">Disagreement over care arrangements</a>:</b></p> <p><a href="#">s47E(d)</a></p> <p><b>Advise the customer:</b></p> <p>'Your claim has been referred for urgent processing. Once your claim has been finalised, we will send you a letter advising the outcome.'</p> |

### Customer options regarding claim outcome

Table 2

| Item | Description |
|------|-------------|
|------|-------------|

|   |   |
|---|---|
| 1 | <p><b>Rejection of claim</b> + Read more ...</p> <p>Using information contained on the <a href="#">s47E(d)</a> <b>DOC</b> on record, explain to the customer why their claim has been rejected.</p> <p>If the customer advises they disagree with the decision, inform them of their review and appeal rights under Family Assistance or Paid Parental law. If the customer requests a review of the decision to reject the Families claim, see <a href="#">Request for an explanation, quality check or review (CLK)</a>.</p>  |
| 2 | <p><b>Appeals</b> + Read more ...</p> <p>If the customer has requested a review of the decision, advise the customer:</p> <ul style="list-style-type: none"> <li>• 'A Subject Matter Expert has performed/will perform a quality check on the decision to reject your Families claim and it may be referred for appeal to an Authorised Review Officer'</li> </ul> <p>If the customer enquires about the progress of their Authorised Review Officer (ARO) review:</p> <ul style="list-style-type: none"> <li>• Advise the customer their review will be allocated to the next available Authorised Review Officer who will endeavour to contact them as soon as possible after allocation. Do not commit to a timeframe for this contact</li> <li>• Check the customer's contact details are correct and confirm and <b>DOC</b> the preferred contact details, including phone number (mobile or landline) and time of day contact preference</li> </ul> <p><b>See also:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Steps in the review and appeals system</a></li> <li>• <a href="#">SME quality checks, ARO referrals and implementing ARO decisions</a></li> <li>• <a href="#">Reviews by an Authorised Review Officer (ARO)</a></li> </ul> |
| 3 | <p><b>Complaints</b> + Read more ...</p> <p>If a complaint is received refer to <a href="#">Managing customer complaints and feedback</a> for the process.</p>  |

## References

Historical Version valid from 17/03/2021 8:19 am to 23/04/2021 10:46 am

## Policy

[Family Assistance Guide, 4.2.4, FTB Claim Actions](#)

[Paid Parental Leave Guide, 4.1, Claims for PLP](#)

## Legislation

Links to the Federal Register of Legislation site go to a 'Series' page. Select the 'Latest' version.

[A New Tax System \(Family Assistance\) \(Administration\) Act 1999, section 154, General power to obtain information](#)

[Paid Parental Leave Act 2010, section 56, Requirements of the claim](#)

## Resources

Historical Version valid from 17/03/2021 8:19 am to 23/04/2021 10:46 am

This page contains links to Services Australia Website and the intranet, and examples of Progress of claim **DOCs**.

### Services Australia Website

[Payments for families](#)

### Intranet links

[Smart Centres South](#) - Families and Child Care Branch

[Locator](#)

## Examples

### Examples of Progress of claim **DOCs**

This table provides examples of Progress of claim **DOCs** that can be used as a guide for updating information relating to a customer's claim.

| Example | Description   |
|---------|---|
| 1       | <b>Family Tax Benefit (FTB) online claim (OLC) - claim progress</b> + Read more ... |

|   |         |
|---|---------|
|   | s47E(d) |
| 2 | s47E(d) |

### Training & Support

Historical Version valid from 17/03/2021 8:19 am to 23/04/2021 10:46 am

Add the course number to the s47E(d) field in the s47E(d) in ESSentials:

- s47E(d) - Progress of claims Family Assistance

s22-out of scope



# Australian Government

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## Services Australia

### Processing Additional Child Care Subsidy (ACCS) (Temporary Financial Hardship) applications 007-17103120

Historical Version valid from 25/02/2019 1:24 pm to 20/05/2019 3:43 pm

## Background

s22-out of scope

This document outlines information about how to process an application and assess evidence for Additional Child Care Subsidy (ACCS) (Temporary Financial Hardship).

### On this page:

#### Eligibility for Additional Child Care Subsidy (ACCS) (Temporary Financial Hardship)

To be eligible for ACCS (Temporary Financial Hardship), customers must:

- Be [eligible for CCS](#), and
- Be assessed as experiencing temporary financial hardship for an [event](#) that occurred no more than six months before the application is made, and
- Have had a substantial reduction in their ability to pay child care fees as a direct result of the temporary financial hardship

Where the ACCS (Temporary Financial Hardship) application is lodged as part of a CCS claim, ACCS Processing Service Officers will also need to assess the CCS component and manage any exception processing for the customer to be considered for ACCS (Temporary Financial Hardship). Where a customer is not eligible for CCS they cannot be considered for ACCS (Temporary Financial Hardship).

For more information, see [ACCS \(Temporary Financial Hardship\) eligibility and applications](#).

#### Assessing evidence for ACCS (Temporary Financial Hardship)

When processing ACCS (Temporary Financial Hardship) applications, ACCS Processing Service Officers must review the evidence provided to confirm the customer experienced an [ACCS \(Temporary Financial Hardship\)](#) event (or multiple events), within 6 months of lodging the application, which has caused them temporary financial hardship which has resulted in a reduction in their ability to pay child care fees.

If evidence is not provided, the application will be made not effective and considered not to have been made. The customer will need to make a new application for ACCS (Temporary Financial Hardship) if they wish to be assessed again.

The [Resources](#) page contains a table of the types of evidence required for each event.

#### Start date for ACCS (Temporary Financial Hardship)

As part of the application process customers are asked to indicate the date they would like the ACCS (Temporary Financial Hardship) payment to commence. The start date for ACCS (Temporary Financial Hardship) must be a Monday and cannot be more than 28 days before the application was submitted. In exceptional circumstances an application can be backdated more than 28 days where the delay in lodging the application is not the fault of the individual.

If further information is required to process an ACCS (Temporary Financial Hardship) application, customers will be asked to provide the information within 14 days. If, after 22 days (14 days plus an additional 8 days to allow for mail delivery by Australia Post), the information **is not** supplied, the application will be not effective and considered not to have been made. The customer will be required to make a new application for ACCS (Temporary Financial Hardship).

**Note:** Where the application was combined with a CCS claim, the CCS component of the claim will be assessed and the customer notified of the outcome.

If a customer nominates a start date for ACCS (Temporary Financial Hardship), but no sessions of care occur in that CCS fortnight, the start date can be changed to the CCS fortnight in which the first session of care will occur.

## Exceptional circumstance increase in ACCS (Temporary Financial Hardship) entitlement

In [exceptional circumstances](#), customers can apply to receive an assessment that is higher than 120% of the relevant [hourly rate cap](#) and/or access more than 100 hours of subsidised child care.

It is important to note that exceptional circumstances will only be granted in extreme and unusual cases. Customers are required to supply evidence to support their application, such as medical certificate, policy report etc.

Exceptional circumstance for increased hours will not be granted where the main reason for the request is the customer's entitled hours do not cover hours the service is charging. (For example, the customer is entitled to 100 hours per fortnight and the child attends 10 days per fortnight. The child care service charges for 11.5 hour sessions, meaning the customer is billed for 115 hours per fortnight.)

**More than 120%** - customers can request to be considered for more than 120% of the hourly rate cap. These requests must be made through their child care service, who will lodge a submission for consideration directly to the Department of Education and Training.

**More than 100 hours** – customers can contact the Department of Human Services requesting they be considered for more than 100 hours of subsidised care per fortnight. The maximum number of hours that can be considered is 24 hours per day (24 x 14 = 336 per fortnight) in extreme cases. All requests for additional hours are referred to the CCS Level 2 Helpdesk once all information and evidence has been provided.

For more information, [see Exceptional Circumstances for Child Care Subsidy \(CCS\) and Additional Child Care Subsidy \(ACCS\)](#).

## Reassessments and changes in circumstances

Customers must let the Department know as soon as possible if their circumstances change as this may affect their eligibility to CCS or ACCS. Notifiable events may include an increase in family income estimate, or no longer being in financial hardship.

More information about how to update ACCS (Temporary Financial Hardship) determinations is available in the [Process](#) page.

For more information on Change of Circumstances see [ACCS \(Temporary Financial Hardship\) eligibility and applications](#).

The [Resources](#) page contains a link to the Level 2 Policy Helpdesk, links to the Child Care Subsidy forms, and a matrix of details of acceptable evidence to support an ACCS (Temporary Financial Hardship) application.

## Related links

[Additional Child Care Subsidy \(ACCS\) \(Temporary Financial Hardship\)](#)

[Additional Child Care Subsidy \(ACCS\) \(Temporary Financial Hardship\) eligibility and applications](#)

[Deemed refusals for Additional Child Care Subsidy \(ACCS\)](#)

[Eligibility for Child Care Subsidy \(CCS\)](#)

[Processing Child Care Subsidy \(CCS\) claims](#)

[Exceptional Circumstances for Child Care Subsidy \(CCS\) and Additional Child Care Subsidy \(ACCS\)](#)

## Process

Historical Version valid from 25/02/2019 1:24 pm to 20/05/2019 3:43 pm

For ACCS Processing Team (ACCPT) Service Officers only.

This page contains information about how to process an application and assess evidence for Additional Child Care Subsidy (ACCS) (Temporary Financial Hardship).

## On this Page:

[Review claim \(application\)](#)

[Evidence requirements](#)

[Process ACCS \(Temporary Financial Hardship\) applications](#)

[Finalise ACCS \(Temporary Financial Hardship\) applications](#)

[Updating ACCS \(Temporary Financial Hardship\) determinations](#)

## Review claim (application)

## Reviewing the claim (application) status and information

Table 1: This table outlines what to do upon lodgement of applications and documentation, and how the ACCS Processing Team (ACCPT) are to review the claim (application) in Process Direct to complete pre-processing checks for CCS/ACCS (Temporary Financial Hardship) applications.

| Step | Action   |
|------|--|
| 1    | <p><b>Locate application</b> + Read more ...</p> <p>Locate Work Item in Process Direct. See <a href="#">s47E(d)</a> <a href="#">Process Direct</a> for information about launching the tool and accessing Work Items.</p> <p>Applications for ACCS (Temporary Financial Hardship) can be made via:</p> <ul style="list-style-type: none"> <li>• Online claim for CCS/ACCS (Temporary Financial Hardship)</li> <li>• Assisted Customer Claim (ACC) for CCS/ACCS (Temporary Financial Hardship)</li> <li>• Online standalone application for ACCS (Temporary Financial Hardship)</li> <li>• FA086 Application for Additional Child Care Subsidy (Temporary Financial Hardship) form</li> </ul> <p><b>Combined CCS/ACCS (Temporary Financial Hardship) claim</b></p> <p><a href="#">s47E(d)</a></p> <p><a href="#">Go to Step 3.</a></p> <p><b>Standalone ACCS (Temporary Financial Hardship) application</b></p> <p><a href="#">s47E(d)</a></p> <p><a href="#">Go to Step 7.</a></p> <p><b>FA086 Paper Claim application</b></p> <p><a href="#">s47E(d)</a></p> <p><a href="#">Go to Step 2.</a></p> |
| 2    | <p><b>FA086 Application for ACCS (Temporary Financial Hardship) lodged</b> + Read more ...</p>   |

Check all questions on the FA086 to ensure the claim is complete. The form should include ACCS (Temporary Financial Hardship) event details, including:

- Details of the event that caused financial hardship
- Date the event occurred
- Impact of the event – loss of income or increases extra expenses and how this has impacted their ability to pay child care fees
- Period of time they would like to be assessed for ACCS (Temporary Financial Hardship) if less than 13 weeks, and a start date of payment
- Children the customer would like the ACCS (Temporary Financial hardship) assessment to be applied

**Is the FA086 complete?**

- **Yes**, and the customer:
  - has not indicated a change in relationships on the FA086, [go to Step 7](#)
  - has indicated a change in relationships on the FA086, [go to Step 3](#)
- **No**, attempt to contact the customer by phone to obtain missing information. If contact is unsuccessful, the Request Documents service is to be used to obtain the missing details  
**Note:** Before using the Request Documents service, complete pre-processing checks to ensure any other outstanding information/documentation is requested. [Go to Step 3](#)

3 **Review/update Relationships** + Read more ...

Partner and child relationships must be reviewed/updated before starting to process a combined CCS/ACCS (Temporary Financial Hardship) claim.

If relationships have been updated after claim submission has been started **s47E(d)** regenerate the claim.

Action required on the **s47E(d)** screen depends on the customer's circumstances, what they have advised on their claim, and what is already recorded on the system.

To view/ update details, select the **s47E(d)** icon.

**s47E(d)**

The relationship details may only need updating if the tables contain different information.

There is a limit of one update per relationship type.

Compare **s47E(d)** and **s47E(d)** tables for the relationship:

**s47E(d)**

[Go to Step 7.](#)

4 **New partner advised in claim, customer still linked to previous** + Read more ...

End date the previous relationship outside Process Direct before linking the new partner in Process Direct. In Customer First, unlink the previous partner on the **s47E(d)** screen and finalise activity on the **s47E(d)** screen.

|   |  |
|---|--|
|   | <p>Once the previous relationship has been ended, s47E(d) to<br/>continue processing:<br/>s47E(d)</p> <p><a href="#">Go to Step 7.</a></p>   |
| 5 | <p><b>To create or update relationship</b> + Read more ...</p> <p>On the s47E(d) screen:</p> <ul style="list-style-type: none"> <li>• Select s47E(d)</li> <li>• Data can be added or removed to change search parameters</li> </ul> <p>From the search results:<br/>s47E(d)</p> <p>On the s47E(d) screen, complete the relevant fields and select s47E(d).</p> <p>(The <a href="#">Linking customer and partner</a> Task card provides a visual of this update)</p> <p>The s47E(d) screen then displays with the status as s47E(d) under the s47E(d) table.</p> <p><a href="#">Go to Step 7.</a></p>   |
| 6 | <p><b>New child to be added within the claim</b> + Read more ...</p> <p>If the customer has advised of a new child within the claim, the child must be added to the record in Customer First before the claim can be completed in Process Direct. To add the child to the record, follow the steps outlined in <a href="#">Linking a child to a customer's record in Customer First</a>.</p> <p><b>Note:</b> Service Officers are to exit the record in Process Direct before making updates in Customer First s47E(d)</p> <p>Once this child linking activity has been completed in Customer First, s47E(d)<br/>to continue processing:<br/>s47E(d)</p> <p>The child or children should then display in both tables.</p> <p><a href="#">Go to Step 7.</a></p> |
| 7 | <p><b>Temporary Financial Hardship event prior to 2 July 2018</b> + Read more ...</p> <p>Where the Temporary Financial Hardship event occurred before 2 July 2018, previous periods of SCCB (temporary financial hardship) may impact eligibility or the number of weeks ACCS (Temporary Financial Hardship) can be paid.</p> <p><b>Note:</b> This process will only apply to ACCS (Temporary Financial Hardship) applications submitted prior to 2 January 2019.</p> <p>On the FA086 or ACCS Temporary Financial Hardship (TFH) Table, check the Temporary Financial Hardship event date.</p>   |

|   |   |
|---|---|
|   | <p><b>Did the event occur between 2 January 2018 and 1 July 2018 AND the application has been lodged within 6 months of the event?</b></p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, <a href="#">go to Step 8</a></li> <li>• <b>No</b>, see <a href="#">Step 1 in the Evidence requirements</a> table</li> </ul>   |
| 8 | <p><b>Periods of SCCB (temporary financial hardship)</b> + Read more ...</p> <p>The customer can only receive a maximum of 13 weeks ACCS (Temporary Financial Hardship) for each event. Any payments of SCCB (temporary financial hardship) paid for the same event as this application are to be deducted when assessing ACCS (Temporary Financial Hardship).</p> <p>In Customer First, go to the <sup>s47E(d)</sup> screen to check whether the customer has received SCCB (temporary financial hardship).</p> <p><b>Has SCCB (temporary financial hardship) been paid in the 2018 calendar year?</b></p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, <sup>s47E(d)</sup></li> </ul> <p><sup>s47E(d)</sup></p> <ul style="list-style-type: none"> <li>• <b>No</b>, see Step 1 in the <a href="#">Evidence requirements</a> table</li> </ul>   |
| 9 | <p><b>SCCB (temporary financial hardship) paid for 13 weeks or more</b> + Read more ...</p> <p><sup>s47E(d)</sup> Officers are to investigate the customer's record to determine if SCCB (temporary financial hardship) has been paid for the same event in the 2018 calendar year.</p> <p><b>Do details on the customer's record show the customer received SCCB (temporary financial hardship) for 13 weeks or more for the ACCS event?</b></p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, the customer is not eligible for ACCS (Temporary Financial Hardship). See <a href="#">Step 1 in the Process (ACCS) (Temporary Financial Hardship) applications</a> table</li> <li>• <b>No</b>, make note of the number of weeks SCCB TFH was paid for the children in the customer's care at the time. These weeks will need to be deducted from ACCS (Temporary Financial Hardship) if eligible. See <a href="#">Step 1 in the Evidence requirements</a> table</li> </ul> |

## Evidence requirements

### Confirming evidence requirements have been met

Table 2: This table describes what evidence is required to enable the ACCS Processing Team to process an ACCS (Temporary Financial Hardship) application, and determine if additional evidence is to be requested.

| Step | Action   |
|------|--|
| 1    | <p><b>Evidence requirements for ACCS (Temporary Financial Hardship)</b> + Read more ...</p> <p>Customers are required to submit evidence before they can submit a combined CCS/ACCS (Temporary Financial Hardship) claim (online or via the ACC).</p> <p>Customers can submit a standalone ACCS (Temporary Financial Hardship) application without uploading evidence as it considered a Change of Circumstances. However, after submitting an application customers receive a message advising they are required to provide evidence of the Temporary Financial Hardship event within 14 days of submitting their application.</p> <p>Evidence <b>must</b> be provided:</p> <ul style="list-style-type: none"> <li>• for an ACCS (Temporary Financial Hardship) application to be effective, and</li> <li>• to enable eligibility for ACCS (Temporary Financial Hardship) to be assessed</li> </ul> |

s47E(d)

**Note:** where the customer or their partner is/has received the **Queensland Government Emergency Hardship Assistance payment** or the **Tasmanian Government Temporary Living Expenses Grant**, they will only need to show proof of this payment and no further evidence will be required to demonstrate financial hardship.

s47E(d)

Click on the **s47E(d)** icon to display all documentation attached to the record.

**Note:** before requesting documents, review all evidence provided, and any evidence accessible on the customer's record which may be suitable to support the customer's application. This will ensure only one letter requesting documents is sent to the customer.

Where evidence has been provided, or may be accessible on the customer's record, confirm it meets the evidence requirements. The [Resources](#) page contains a list of suitable evidence per event category.

As well as evidence of the event(s), customers must provide a causal link between the event and their temporary financial hardship, which may include a Statutory Declaration and supporting evidence of expenses incurred (e.g. bank statements, invoices etc.).

#### Is there sufficient evidence to assess the ACCS (Temporary Financial Hardship) application?

- **Yes**, see [Step 1 in the Process ACCS \(Temporary Financial Hardship\) applications](#) table
- **No**, [go to Step 2](#)

2

#### Determine whether further information evidence is to be requested + Read more ...

Customers who lodge a standalone ACCS (Temporary Financial Hardship) are advised what evidence is required on their Receipt. This request is deemed a request for information, so a further request is not needed unless additional information is required. To view details of the evidenced requested, in Customer First:

s47E(d)

Where the customer:

- is clearly not eligible for ACCS (Temporary Financial Hardship), (e.g. the event is more than 6 months in the past, ACCS has already been paid for the event), for:
  - CCS/ACCS (Temporary Financial Hardship) combined claim see [Step 1 in the Process ACCS \(Temporary Financial Hardship\) applications](#) table
  - Standalone ACCS (Temporary Financial Hardship) application, see Step 3 in the [Process ACCS \(Temporary Financial Hardship\) applications](#) table
- provided appropriate evidence with their application and/or request for additional evidence, but further information is required to be able to assess the application, [go to Step 3](#)
- provided document/s that do not align with the requested evidence and are unrelated to the ACCS (Temporary Financial Hardship) event, for:
  - CCS/ACCS (Temporary Financial Hardship) combined claim, see [Step 1 in the Process ACCS \(Temporary Financial Hardship\) applications](#) table
  - Standalone ACCS (Temporary Financial Hardship) application, see [Step 3 in the Process ACCS \(Temporary Financial Hardship\) applications](#) table
- did not provide documents within the requested timeframe (from original standalone application request or additional information requests), for:
  - CCS/ACCS (Temporary Financial Hardship) combined claim see [Step 1 in the Process ACCS \(Temporary Financial Hardship\) applications](#) table
  - Standalone ACCS (Temporary Financial Hardship) application, see [Step 3 in the Process ACCS \(Temporary Financial Hardship\) applications](#) table

|   |   |
|---|---|
| 3 | <p><b>Request further documentation from the customer</b> + Read more ...</p> <p>To request additional evidence from the customer, select the <b>s47E(d)</b> button and select <b>s47E(d)</b>.</p> <p><b>Maintain</b></p> <p>Ensure information is correct, and update the following:</p> <p><b>s47E(d)</b></p><br><p><b>Available Documents</b></p> <p><b>s47E(d)</b></p><br><p>Repeat the above steps for all evidence required.</p> <p><b>Finish the transaction</b></p> <p>The <b>s47E(d)</b> page provides an opportunity to confirm the information requested is correct and to ensure the Customer Notification is correct.</p> <p><b>s47E(d)</b></p> <p>Select <b>s47E(d)</b> if the request is correct. The claim/change of circumstances will automatically be placed on hold.</p> <p><b>Note:</b> <b>s47E(d)</b></p> <p>When requesting documents, issue a Q888 as set out in Operational Blueprint letters and electronic messaging &gt; Centrelink &gt; Families &gt; Child Care Subsidy and Additional Child Care Subsidy. The <a href="#">Resources</a> page has a link. Record <b>Notes</b> to indicate what information was requested. Place the combined claim or standalone application on hold <b>s47E(d)</b>.</p> <p>Procedure ends here until evidence is provided (or not) within the timeframe.</p> |
|---|---|

## Process ACCS (Temporary Financial Hardship) applications

### Actions required to process ACCS (Temporary Financial Hardship) applications in Process Direct

Table 3: This table explains how to process ACCS (Temporary Financial hardship) applications in Process Direct.

| Step | Action  |
|------|---|
| 1    | <p><b>Combined CCS/ACCS Claims</b> + Read more ...</p> <p>After completing the pre-claim checks and with all provided evidence on hand, on the <b>s47E(d)</b> screen, select <b>s47E(d)</b> to start the assessing new claim.</p> <p>Icons display in the same order as the <b>s47E(d)</b> information.</p> <p>Selecting the different icons will display tables that may contain provisional data and/or confirmed data. This information should have been automatically loaded from the online claim or ACC. Information not loaded correctly will display as an error, warning or message.</p> <p><b>TIPS:</b></p> <p><b>s47E(d)</b></p> |

|   |   |
|---|---|
|   | <p>s47E(d)</p> <p><a href="#">Go to Step 2</a></p>  |
| 2 | <p><b>Errors + Read more ...</b></p> <p>Errors, warnings and messages will display when you have selected s47E(d) and will continue to display after selecting s47E(d) until all issues have been resolved.</p> <p>These messages inform of the data items or evidence validation that needs to be addressed to finalise the claim.</p> <p><a href="#">See Process Work Item table in Process Direct</a> for information about the different types of errors. If there is more than one error, select s47E(d) after addressing each error message.</p> <p>s47E(d)</p> <p><b>Note:</b> even where the Service Officer has determined the claim to be Not Effective due to evidence not being provided (or inappropriate), all appropriate updates are to be made. s47E(d)</p> <p><a href="#">Go to Step 3.</a></p>                                       |
| 3 | <p><b>Standalone ACCS (Temporary Financial Hardship) applications + Read more ...</b></p> <p>Standalone ACCS (Temporary Financial Hardship) applications present to staff as a s47E(d) activity in Process Direct.</p> <p><b>TIPS:</b></p> <ul style="list-style-type: none"> <li>To view navigation icons select the s47E(d) s47E(d)</li> <li>If not already within the s47E(d) activity, select the s47E(d) icon and click on the hyperlink for the s47E(d) ' transaction</li> </ul> <p>Once within the s47E(d) transaction, the s47E(d) screen will present:</p> <p>s47E(d)</p> <p><a href="#">Go to Step 4</a></p>  |
| 4 | <p><b>Previous ACCS (Temporary Financial Hardship) applications + Read more ...</b></p> <p>Customers are only eligible to receive 13 weeks of ACCS (Temporary Financial Hardship) per child for each event.</p> <ul style="list-style-type: none"> <li>ACCS standalone applications: View the s47E(d) table by entering s47E(d) field to determine if the customer has been assessed for this event previously</li> <li>CCS/ACCS combined claim: Select the s47E(d) icon and s47E(d) . Select the s47E(d) icon. Check whether the customer has been assessed for this event previously</li> </ul> <p><b>Has the customer previously applied for ACCS (Temporary Financial Hardship) for this event?</b></p> <ul style="list-style-type: none"> <li><b>Yes,</b> <a href="#">go to Step 5</a></li> <li><b>No,</b> <a href="#">go to Step 9</a></li> </ul> |

|   |   |
|---|---|
| 5 | <p><b>ACCS (Temporary Financial Hardship) paid for same event</b> + Read more ...</p> <p>Review previous applications to determine how many weeks of ACCS (Temporary Financial Hardship) have been paid for each child.</p> <p><b>Has the customer exhausted 13 weeks ACCS for each child?</b></p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, <a href="#">go to Step 9</a></li> <li>• <b>No</b>, and the customer: <ul style="list-style-type: none"> <li>◦ received SCCB for the same event, <span style="color: red;">s47E(d)</span> Service Officers <a href="#">go to Step 6</a>. All other <span style="color: red;">s47E(d)</span> Officers, procedure ends here</li> <li>◦ did not receive SCCB for the same event, <a href="#">go to Step 7</a></li> </ul> </li> </ul>  |
| 6 | <p><b>Previous periods of SCCB (Temporary Financial Hardship)</b> + Read more ...</p> <p>Periods of SCCB (temporary financial hardship) for the same event will have been determined from Steps 7 to 9 of the Review claim (application) table.</p> <p>As SCCB applied to all children, any weeks paid for this event are to be applied to all children in the ACCS (Temporary Financial Hardship) application.</p> <p><b>Has the customer exhausted 13 weeks SCCB (temporary financial hardship) for the event?</b></p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, <a href="#">go to Step 9</a></li> <li>• <b>No</b>, <a href="#">go to step 7</a></li> </ul>  |
| 7 | <p><b>Less than 13 weeks of ACCS (Temporary Financial Hardship) has been paid for one or more children</b> + Read more ...</p> <p>Where the customer has been:</p> <ul style="list-style-type: none"> <li>• granted ACCS (Temporary Financial Hardship), or</li> <li>• received SCCB (temporary financial hardship)</li> </ul> <p>for less than 13 weeks and they are still experiencing financial hardship due to the same event, they can apply for ACCS (Temporary Financial Hardship) again for the same event.</p> <p>The <a href="#">event</a> must still have occurred within six months of the date of the subsequent application. The customer can only be granted the balance of the maximum 13 weeks.</p> <p><b>Were all children included in the previous ACCS (Temporary Financial Hardship) assessment?</b></p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, make note of remaining weeks per child. <a href="#">Go to Step 9</a></li> <li>• <b>No</b>, <a href="#">go to Step 8</a></li> </ul> |
| 8 | <p><b>Children not included in previous ACCS (Temporary Financial Hardship) assessment</b> + Read more ...</p> <p>A determination of ACCS (Temporary Financial Hardship) is linked to a particular child and a particular customer. If the customer has multiple children, they can select which children the application relates to. The application can be used to make multiple determinations (one for each child).</p> <p>Where a customer chooses not to select all children, and apply for them at a later date, it is important to note the application for each child must be made within six months of the date of the event being claimed for.</p> <p>Make note of the remaining weeks for each child the customer has indicated as part of the claim.</p> <p><a href="#">Go to Step 9</a></p>   |
| 9 | <p><b>Coding ACCS Temporary Financial Hardship (TFH) Table</b> + Read more ...</p> <p>To update or record information relating to the ACCS (Temporary Financial Hardship) application:</p> <ul style="list-style-type: none"> <li>• CCS/ACCS combined claim - select the <span style="color: red;">s47E(d)</span> icon and open the <span style="color: red;">s47E(d)</span> and <span style="color: red;">s47E(d)</span></li> <li>• ACCS Stand Alone application – Enter <span style="color: red;">s47E(d)</span> field to navigate to the <span style="color: red;">s47E(d)</span></li> </ul>   |

Although the customer may not be eligible for ACCS (Temporary Financial Hardship), all mandatory fields for each event are to be completed before finalising the application.

A line will display under the ACCS Temporary Financial Hardship (TFH) Table for each event type. Service Officers are to review evidence associated with each event and complete the relevant fields for each event type.

s47E(d)

Where an FA086 application form has been lodged, select the icon to record all details from information on the form.

For all applications, review information recorded in comparison to evidence provided, and update information as required, including:

s47E(d)

**Is ACCS (Temporary Financial Hardship) to be granted?**

- **Yes**, for:
  - combined CCS/ACCS (Temporary Financial Hardship) applications, [go to Step 10](#)
  - standalone ACCS (Temporary Financial Hardship) applications, [go to Step 11](#)
- **No**, see [Step 1 in the Finalise ACCS \(Temporary Financial Hardship\) applications](#) table

10

**Granting ACCS (Temporary Financial Hardship) - combined claims** + Read more ...

Check and correct additional information relevant to a grant of ACCS (Temporary Financial Hardship).

s47E(d)

|    |  |
|----|--|
|    | <ul style="list-style-type: none"> <li>To finalise combined CCS/ACCS (Temporary Financial Hardship) applications, see <a href="#">Step 2 in the Finalise ACCS (Temporary Financial Hardship) applications</a> table</li> </ul>   |
| 11 | <p><b>Granting ACCS (Temporary Financial Hardship) – standalone applications</b> + Read more ...</p> <p>Check and correct additional information relevant to a grant of ACCS (Temporary Financial Hardship).</p> <p>s47E(d)</p> <p>To finalise the standalone ACCS (Temporary Financial Hardship) applications, <a href="#">see Step 6 in the Finalise ACCS (Temporary Financial Hardship) applications</a> table.</p> |

## Finalise ACCS (Temporary Financial Hardship) applications

### Actions required to finalise ACCS (Temporary Financial Hardship) applications in Process Direct

Table 4: This table explains how to finalise ACCS (Temporary Financial hardship) applications in Process Direct.

| Step | Action  |
|------|---|
| 1    | <p><b>Rejected/Not Effective ACCS (Temporary Financial Hardship) applications</b> + Read more ...</p> <p>An ACCS (Temporary Financial Hardship) application will be:</p> <ul style="list-style-type: none"> <li><b>not effective</b> if the customer did not provide information as requested. Entering s47E(d) field, will result in the application being made Not Effect when finalised, or</li> <li><b>reiected</b> if the customer does not meet the criteria for ACCS (Temporary Financial Hardship), and s47E(d) field</li> </ul> <p>If an application is Not Effective or rejected, the child/ren’s details should result in 00 weeks being allocated.</p> <p>If the application is beind reiected because the child/ren have been paid ACCS for 13 weeks for the same event. the s47E(d) field is to be updated by selecting s47E(d) from the s47E(d)</p> <p><a href="#">Go to Step 2.</a></p> |
| 2    | <p><b>Finish and Finalise claim</b> + Read more ...</p> <p>For combined CCS/ACCS (Temporary Financial Hardship) applications, <a href="#">go to Step 3</a></p> <p>For standalone ACCS (Temporary Financial Hardship) applications, <a href="#">go to Step 4</a></p>   |
| 3    | <p><b>Finish and Finalise combined CCS/ACCS combined claim</b> + Read more ...</p> <p>After addressing data validations, including assessing evidence and recording updates to the s47E(d)</p>  |

s47E(d)

Record the outcome of the CCS claim:

s47E(d)

If CCS has been rejected for any child/ren, include:

s47E(d)

- [G t t p](#)

4

**Finish and Finalise standalone ACCS application** + Read more ...

After addressing data validations, including assessing evidence and recording updates to the s47E(d) :

s47E(d)

[Go to Step 5.](#)

- 

5

**Record Notes for ACCS outcome** + Read more ...

Re-access the customer's CRN and record s47E(d) detailing the outcome of the ACCS (Temporary Financial Hardship) application.

s47E(d)

s47E(d)

Select the icon and

s47E(d)

If ACCS (Temporary Financial Hardship) is:

|   |  |
|---|--|
|   | <ul style="list-style-type: none"> <li>• granted <a href="#">go to Step 6</a></li> <li>• rejected, <a href="#">go to Step 7</a></li> <li>• Not Effective <a href="#">go to Step 8</a></li> </ul>   |
| 6 | <p><b>Notes - ACCS (Temporary Financial Hardship) granted</b> + Read more ...</p> <p>Record the following information in <sup>s47E(d)</sup>:</p> <p>s47E(d)</p> <p>If ACCS (Temporary Financial Hardship) has been rejected for other child/ren in the claim, insert the following:</p> <p>s47E(d)</p> |
| 7 | <p><b>Notes - ACCS (Temporary Financial Hardship) rejected</b> + Read more ...</p> <p>Record the following information in <sup>s47E(d)</sup>:</p> <p>s47E(d)</p>   |
| 8 | <p><b>Notes - ACCS (Temporary Financial Hardship) not effective</b> + Read more ...</p> <p>Record the following information in <sup>s47E(d)</sup>:</p> <p>s47E(d)</p>  |

## Updating ACCS (Temporary Financial Hardship) determinations

### Actions required to update or revoke ACCS (Temporary Financial Hardship) determinations in Process Direct

Table 5: This table explains how to update or revoke ACCS (Temporary Financial Hardship) determinations in Process Direct.

| Step | Action  |
|------|---|
| 1    | <p><b>Change to an existing ACCS (Temporary Financial Hardship) determination</b> + Read more ...</p> <p>In some instances it may be necessary to update a previous ACCS (Temporary Financial Hardship) determination, for example if the customer advises they are no longer in financial hardship. Or a review of the customer's original application determines the customer did not meet the criteria for ACCS.</p> <p><b>Note:</b> when varying an ACCS (Temporary Financial Hardship) determination, it is only possible to reduce the number of weeks, or length of time. It is not possible to increase a previous determination or change a commencement date. In these cases the customer will need to lodge a new ACCS application.</p>  |
| 2    | <p><b>Editing the TFH Assessment table</b> + Read more ...</p> <p>Navigate to the TFH Assessment table by entering <sup>s47E(d)</sup> in the <b>s47E(d)</b> field:</p> <p><b>s47E(d)</b></p> <ul style="list-style-type: none"> <li>• Select for the event to be updated</li> <li>• Update relevant fields as appropriate: <ul style="list-style-type: none"> <li>◦ If the customer advises they are no longer in hardship, update the <b>s47E(d)</b></li> <li>◦ If a review of the customer's circumstances determine the customer should never have been granted ACCS (Temporary Financial Hardship), <b>s47E(d)</b></li> </ul> </li> <li>• Select <sup>s47E(d)</sup></li> </ul> <p>Open the <b>s47E(d)</b> <b>s47E(d)</b> table to update details for all children in the application. This is accessed by opening the <b>s47E(d)</b></p> <p>Update the table as follows:</p> <p><b>s47E(d)</b></p> <p><a href="#">Go to Step 3.</a></p> |
| 3    | <p><b>Record Notes fir ACCS Reassessment</b> + Read more ...</p> <p>Re-access the customer's CRN and record <sup>s47E(d)</sup> detailing the outcome of the ACCS (Temporary Financial Hardship) reassessment.</p> <p>Re-access the customer's CRN and record <sup>s47E(d)</sup> detailing the outcome of the ACCS (Temporary Financial Hardship) application.</p> <p><b>s47E(d)</b></p> <p><b>s47E(d)</b></p> <p>Select the <b>s47E(d)</b> icon and <b>s47E(d)</b></p> <p><b>s47E(d)</b></p>  |

## References

Historical Version valid from 25/02/2019 1:24 pm to 20/05/2019 3:43 pm

This page contains links to policy and legislation.

### Policy

[Family Assistance Guide 2.8.3.10 ACCS \(temporary financial hardship\) – Eligibility](#)

[Family Assistance Guide 2.8.3.30 ACCS \(temporary financial hardship\) – Evidence](#)

[Family Assistance Guide 2.8.3.40 ACCS \(temporary financial hardship\) – Determinations](#)

### Legislation

Links to the Federal Register of Legislation site point to a 'Series' page which lists all available historical versions. Navigate to the appropriate legislative reference(s) listed below by selecting the 'Latest' compilation at the top of the list.

[Family Assistance Legislation Amendment \(Jobs for Families Child Care Package\) Act 2017](#)

[A New Tax System \(Family Assistance\) Act 1999](#)

## Resources

Historical Version valid from 25/02/2019 1:24 pm to 20/05/2019 3:43 pm

This page contains a link to the Level 2 Policy Helpdesk, links to the Child Care Subsidy forms, and a matrix of details of acceptable evidence to support an ACCS (Temporary Financial Hardship) application. Links on this page may be unavailable to external audiences.

### On this Page:

#### Intranet Links

[Level 2 Policy Help Desk - Online Query form](#)

#### Forms

**Note:** links will be provided when forms are available.

[FA084 Claim for Child Care Subsidy](#)

FA086 Application for Additional Child Care Subsidy (Temporary Financial Hardship)

#### Evidence requirements

**Note:**

- Evidence already available on a customer's record (for example, Employment Separation Certificate, Medical Certificate etc.) can be used as evidence to support an application for ACCS (Temporary Financial Hardship)
- Statutory declarations cannot be the sole source of evidence for ACCS (Temporary Financial Hardship) applications, but can serve as complementary evidence to explain how an event has impacted their financial circumstances

## Evidence to support ACCS (Temporary Financial Hardship) applications

Table 1: This table describes the evidence requirements for customers applying ACCS (Temporary Financial Hardship). These are examples only, and it is not intended customers are required to provide all forms of evidence listed within each category.

| Event  | Evidence  |
|--|---|
| Death of a partner or child of the individual  | <p>Evidence required if death of partner not previous recorded under usual business processes:</p> <p>Death certificate</p> <p>Verification of death of child or partner</p> <p>SA116A – Advice of death</p> <p>Court documentation</p> <p>Signed statement from social worker, counsellor, doctor or other party</p> <p>Receipts and invoices of medical and funeral expenses</p> <p>Statutory declaration stating that the individual’s partner or child has died</p>   |
| Loss of employment (customer or partner) other than due to resignation or retirement   | <p>Employment Separation Certificate, noting a reason other than resignation or retirement</p> <p>Letter from employer</p> <p>Letter from accountant</p> <p>Statutory Declaration stating that the individual has lost their employment other than due to resignation or retirement</p>   |
| Loss of income or business failure (customer or partner) due to circumstances outside of the control of the individual or of the partner (such as serious illness) | <p>Letter from accountant</p> <p>Bank statements</p> <p>Medical certificate</p> <p>Reports from accountants and financial advisers (where there has been an existing relationship) or similar evidence of loss of income</p> <p>Statutory declaration stating that the individual has lost income or suffered a business failure due to circumstances outside their control</p>   |
| Loss of income due to the death of a child support payer who was providing ongoing financial assistance in relation to the child under child support arrangements  | <p>Evidence required if death of the individual not previously recorded under usual business processes:</p> <p>Verification of death (e.g. funeral notice, death notice)</p> <p>SA116A – Advice of death</p> <p>Evidence of child support arrangements</p> <p>Evidence of child support payments (e.g. bank statement showing regular payments from deceased child support payer)</p> <p>Letter from accountant</p>   |
| Adversely affected by a major disaster event   | <p>Fire report</p> <p>Police report</p> <p>Insurance report</p> <p>Statutory Declaration</p> <p>A natural disaster event that has been formally declared and where the families concerned would be eligible for disaster assistance</p> <p>AGDRP application</p> <p><b>Note:</b> where the customer or their partner is/has received the <b>Queensland Government Emergency Hardship Assistance</b> payment or the <b>Tasmanian Government Temporary Living Expenses Grant</b>, they will only need to show proof of this payment and no further evidence will be required to demonstrate financial hardship.</p> |

|   |   |
|---|---|
| Destruction of, or severe damage to, the home   | <p>Fire report</p> <p>Police report</p> <p>Insurance report</p> <p>Letters from an insurance company</p> <p>Statutory Declaration stating that the individual's home, or their partner's home, has been destroyed or severely damaged</p> <p>Police/ incident report</p> <p><b>Note:</b> where the customer or their partner is/has received the <b>Queensland Government Emergency Hardship Assistance</b> payment or the <b>Tasmanian Government Temporary Living Expenses Grant</b>, they will only need to show proof of this payment and no further evidence will be required to demonstrate financial hardship.</p> |
| Having to leave home, and not being able to return because of an extreme circumstance (such as domestic violence)                 | <p>Medical Certificates</p> <p>Court documentation</p> <p>Signed statement from social worker, counsellor, doctor or other party statutory declaration stating that the individual has to leave home and is unable to return because of an extreme circumstance</p> <p>Information provided as part of a Crisis payment application</p>   |
| Still living at home after being subjected to domestic violence by a family member who has left or has been removed from the home | <p>Police/ incident report</p> <p>Medical Certificates</p> <p>Court documentation</p> <p>Signed statement from social worker, counsellor, doctor or other party statutory declaration stating that the individual is still living at home after being subjected to domestic violence by a family member who has been removed from the home or who has left</p> <p>Information provided as part of a Crisis payment application</p>  |

## Training & Support

Historical Version valid from 25/02/2019 1:24 pm to 20/05/2019 3:43 pm

Related training packages in the **s47E(d)** in ESSentials:

- **s47E(d)** - Child Care Subsidy: Phase Two - Additional Child Care Subsidy (Comprehensive)
- **s47E(d)** - Child Care Subsidy: Phase Three - Assess and process Additional Child Care Subsidy (ACCS) applications

To find the relevant course, add the course number to the **s47E(** field.

s22-out of scope



# Australian Government

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## Services Australia

## Processing Additional Child Care Subsidy (ACCS) (Temporary Financial Hardship) applications 007-17103120

Historical Version valid from 25/03/2021 5:47 pm to 4/05/2021 12:29 pm

### Background

s22-out of scope

This process is impacted by the Coronavirus (COVID-19) response. Read the Operational Message [Coronavirus \(COVID-19\) - Additional Child Care Subsidy \(ACCS\) Temporary Financial Hardship \(TFH\)](#).

This document outlines information about how to process an application and assess evidence for ACCS (Temporary Financial Hardship).

### ACCS (Temporary Financial Hardship) claims

ACCS (Temporary Financial Hardship) applications can be lodged as a standalone claim or as part of CCS claim.

If the ACCS (Temporary Financial Hardship) application is lodged as part of a CCS claim, ACCS Processing Service Officers will also:

- need to assess CCS, and
- manage any exception processing

If a customer is not [eligible for CCS](#), they cannot be considered for ACCS (Temporary Financial Hardship).

### Assessing evidence

When processing ACCS (Temporary Financial Hardship) applications, ACCS Processing Service Officers must review the evidence provided to confirm:

- the customer experienced an [ACCS \(Temporary Financial Hardship\)](#) event (or multiple events)
- this was within 6 months of lodging the application, and
- this has caused them temporary financial hardship resulting in a reduction in their ability to pay child care fees

If evidence is not provided, the application:

- will be made not effective, and
- considered not to have been made

The customer will need to make a new application for ACCS (Temporary Financial Hardship) if they wish to be assessed again.

The [Resources](#) page contains a table of the types of evidence required for each event.

### Start date

As part of the application process, customers are asked to indicate the date they would like the ACCS (Temporary Financial Hardship) payment to start. The start date must be a Monday and can be any future date. It cannot:

- be more than 28 days before the application was submitted, and
- start prior to the circumstance or event that resulted in temporary financial hardship

A customer does not need to be using child care prior to lodging a claim.

In exceptional circumstances, an application can be backdated more than 28 days if the delay in lodging the application is not the fault of the individual. Evidence may be requested to support this.

If more information is needed to process an ACCS (Temporary Financial Hardship) application, customers will be asked to provide the information within 14 days. If, after 22 days (14 days plus an additional 8 days to allow for mail delivery by Australia Post), the information **is not** supplied, the:

- application will be not effective, and
- considered not to have been made

The customer will be required to make a new application for ACCS (Temporary Financial Hardship).

## Duration of ACCS (Temporary Financial Hardship)

Customers are asked to select the number of weeks they would like to receive ACCS (Temporary Financial Hardship), as part of their application. The maximum period payable for an event (or multiple events) that caused financial hardship is 13 weeks.

If a customer continues to experience financial hardship due to an event they received less than 13 weeks of ACCS (Temporary Financial Hardship), they can apply again using the same event, as long as the event is still within 6 months of the date of the subsequent application. In this case, the customer can only be granted the balance of the maximum 13 weeks.

## ACCS (Temporary Financial Hardship) applications and multiple children

A determination of ACCS (Temporary Financial Hardship) is linked to a particular child and a particular customer. If the customer has multiple children, they can select which children the application relates to. The application can be used to make multiple determinations (1 for each child). It is important to note that the application for each child must be made within 6 months of the Temporary Financial Hardship event.

Example: A customer has 3 children and lost their job in May. The customer applies for ACCS (Temporary Financial Hardship) in June, requesting the determination be backdated to May (can only be backdated up to 28 days). The customer decides to apply for each child separately to receive the subsidy sequentially for each of the children. This would see the customer applying for ACCS (Temporary Financial Hardship) over 39 weeks (13 weeks multiplied by 3 children). This is not allowable for the last child as the claim made for the last child would more than likely fall outside the 6 month period.

**Note:** receiving the subsidy sequentially, rather than concurrently, does not result in the customer receiving more subsidy. If a customer chooses this option, it is important to take into account the date the event took place. Staggering claims may result in a final claim not falling within 6 months of the event. Customers are also required to demonstrate they are still in financial hardship with a reduced ability to pay child care fees.

## Using multiple events to claim ACCS (Temporary Financial Hardship)

Customers can nominate more than 1 event that has caused their situation of temporary financial hardship, as long as the events occurred within the last 6 months. This allows for situations where 1 event itself may not place the customer in financial hardship, but when considered together can result in a determination that a customer is experiencing temporary financial hardship.

## Claims lodged prior to the event date

Customers may lodge an ACCS (Temporary Financial Hardship) claim in anticipation of an event occurring. These claims are still effective as long as within 14 days of the claim lodgement:

- the event occurs, and
- all evidence has been lodged

These effective claims cannot be finalised prior to the event occurring.

## Rates of ACCS (Temporary Financial Hardship)

ACCS (Temporary Financial Hardship) subsidy is:

- 100 per cent of the actual fee charged, (up to 120 per cent of the hourly rate cap)
- for up to 100 hours per fortnight

The family will not have to meet activity test requirements. ACCS (Temporary Financial Hardship) can be granted for a maximum of 13 weeks per event.

In exceptional circumstances, a higher percentage and/or more than 100 hours per fortnight of subsidised child care can be approved.

## Exceptional circumstance increase in ACCS (Temporary Financial Hardship) entitlement

In [exceptional circumstances](#), customers can apply to receive an assessment that is higher than 120% of the relevant [hourly rate cap](#) and/or access more than 100 hours of subsidised child care.

It is important to note that exceptional circumstances will only be granted in extreme and unusual cases. Customers are required to supply evidence to support their application, such as a medical certificate, or policy report.

Exceptional circumstance for increased hours will not be granted if the main reason for the request is the customer's entitled hours do not cover hours the service is charging. (For example, the customer is entitled to 100 hours per fortnight and the child attends 10 days per fortnight. The child care service charges for 11.5 hour sessions, meaning the customer is billed for 115 hours per fortnight.)

**More than 120%** - customers can request to be considered for more than 120% of the hourly rate cap. These requests must be made through their child care service, who will lodge a submission for consideration directly to the Department of Education, Skills and Employment.

**More than 100 hours** - customers can contact Services Australia to ask to be considered for more than 100 hours of subsidised care per fortnight. The maximum number of hours that can be considered is 24 hours per day (24 x 14 = 336 per fortnight) in extreme cases. All requests for additional hours are referred to the CCS Level 2 Helpdesk once all information and evidence has been provided.

## Reassessments and changes in circumstances

Customers must advise as soon as possible if their circumstances change as this may affect their eligibility to CCS or ACCS. Notifiable events may include an increase in family income estimate, or no longer being in financial hardship.

A determination of ACCS (Temporary Financial Hardship) can be changed if:

- a customer advises they are no longer in financial hardship
- a customer requests a change to start date and no sessions of care have occurred in that CCS fortnight, change the start date to the CCS fortnight in which the first session of care will occur
- Services Australia determines the customer is no longer/or never was in temporary financial hardship

If a determination is changed, it can only reduce the number of whole weeks for which it takes effect, not to increase the number of weeks of ACCS (temporary financial hardship). Changes can include changing the start date of the determination to a later Monday or bringing forward the end date to an earlier Monday. To update ACCS (Temporary Financial Hardship) determinations, see the [Process](#) page.

The [Resources](#) page contains a link to the Level 2 Policy Helpdesk, links to the Child Care Subsidy forms, a link to the Q888 letter, and a matrix of details of acceptable evidence to support an ACCS (Temporary Financial Hardship) application.

## Related links

[Additional Child Care Subsidy \(ACCS\) \(Temporary Financial Hardship\)](#)

[Additional Child Care Subsidy \(ACCS\) \(Temporary Financial Hardship\) eligibility and applications](#)

[Deemed refusals for Additional Child Care Subsidy \(ACCS\)](#)

[Eligibility for Child Care Subsidy \(CCS\)](#)

[Processing Child Care Subsidy \(CCS\) claims](#)

[Exceptional Circumstances for Child Care Subsidy \(CCS\) and Additional Child Care Subsidy \(ACCS\)](#)

## Process

Historical Version valid from 25/03/2021 5:47 pm to 4/05/2021 12:29 pm

For ACCS Processing Team (ACCPT) Service Officers only.

This process is impacted by the Coronavirus (COVID-19) response. Read the Operational Message [Coronavirus \(COVID-19\) - Additional Child Care Subsidy \(ACCS\) Temporary Financial Hardship \(TFH\)](#).

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## Review claim (application)

Table 1

| Step | Action  |
|------|---|
| 1    | <p><b>Locate application</b> + Read more ...</p> <p><a href="#">Locate Work Item in Process Direct.</a></p> <p>Applications for ACCS (Temporary Financial Hardship) can be made via:</p> <ul style="list-style-type: none"> <li>•  Online claim for CCS/ACCS (Temporary Financial Hardship)</li> <li>• Assisted Customer Claim (ACC) for CCS/ACCS (Temporary Financial Hardship)</li> <li>•  Online standalone application for ACCS (Temporary Financial Hardship)</li> <li>• FA086 Application for Additional Child Care Subsidy (Temporary Financial Hardship) form</li> </ul> <p><b>Combined CCS/ACCS (Temporary Financial Hardship) claim</b></p> <p>When a combined CCS/ACCS (Temporary Financial Hardship) claim is submitted online or via the ACC, a CCS Social Application (SOA) new claim Work Item is generated on the customer's record. This contains all the claim information provided by the customer online or entered into the ACC.</p> <p>This will display as a Claim work item through WLM.</p> <p><a href="#">Go to Step 3.</a></p> <p><b>Standalone ACCS (Temporary Financial Hardship) application</b></p> <p>If a customer is already CCS current and has submitted an ACCS (Temporary Financial Hardship) application via online services, this will display as a Change of Circumstances in Process Direct.</p> <p>This will display as a Change of Circumstances work item through WLM.</p> <p>To view the information provided in the standalone ACCS (Temporary Financial Hardship) application:</p> <p style="color: red;">s47E(d)</p> <p>See <a href="#">Step 1 in Table 2.</a></p> <p><b>FA086 Paper Claim application</b></p> <p>When a FA086 Application for Additional Child Care Subsidy (Temporary Financial Hardship) form has been scanned onto the customer's record, the Work Item generated will be allocated to an ACCSPT Service Officer.</p> |

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|   | <p>When processing the application, Service Officers will need to enter details from the FA086 as a Change of Circumstances by inputting information on the <b>s47E(d)</b></p> <p>A scanned FA086 form will display as a Claim Work Item through WLM.</p> <p><a href="#">Go to Step 2.</a></p>  |
| 2 | <p><b>FA086 Application for ACCS (Temporary Financial Hardship) lodged</b> + Read more ...</p> <p>Check all questions on the FA086 to ensure the claim is complete. The form should include ACCS (Temporary Financial Hardship) event details, including:</p> <ul style="list-style-type: none"> <li>• Details of the event that caused financial hardship</li> <li>• Date the event occurred</li> <li>• Impact of the event - loss of income or increases extra expenses and how this has impacted their ability to pay child care fees</li> <li>• Period of time they would like to be assessed for ACCS (Temporary Financial Hardship) if less than 13 weeks, and a start date of payment</li> <li>• Children the customer would like the ACCS (Temporary Financial hardship) assessment to be applied</li> </ul> <p><b>Is the FA086 complete?</b></p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, and the customer: <ul style="list-style-type: none"> <li>◦ has not indicated a change in relationships on the FA086, see <a href="#">Step 1 in Table 2</a></li> <li>◦ has indicated a change in relationships on the FA086, <a href="#">go to Step 3</a></li> </ul> </li> <li>• <b>No</b>, try to contact the customer by phone to obtain missing information. If contact is unsuccessful, use the Request Documents service to obtain the missing details. <b>Note:</b> first complete pre-processing checks to ensure any other outstanding information or documentation is requested. <a href="#">Go to Step 3</a></li> </ul> |
| 3 | <p><b>Review/update Relationships</b> + Read more ...</p> <p>Partner and child relationships must be reviewed or updated before starting to process a combined CCS/ACCS (Temporary Financial Hardship) claim.</p> <p>If relationships have been updated after claim submission has been started (no <b>s47E(d)</b> icon displays), regenerate the claim.</p> <p>Action required on the <b>s47E(d)</b> screen depends on the customer's circumstances, what they have advised on their claim, and what is already recorded on the system.</p> <p>To view/update details, select the <b>s47E(d)</b> icon:</p> <p><b>s47E(d)</b></p> <p>The relationship details may only need updating if the tables contain different information.</p> <p>There is a limit of 1 update per relationship type.</p> <p>Compare <b>s47E(d)</b> and <b>s47E(d)</b> tables for the relationship:</p> <p><b>s47E(d)</b></p> <p>See <a href="#">Step 1 in Table 2.</a></p>  |

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|---|---|
| 4 | <p><b>New partner advised in claim, customer still linked to previous</b> + Read more ...</p> <p>End date the previous relationship outside Process Direct before linking the new partner in Process Direct. In Customer First, unlink the previous partner on the <b>s47E(d)</b> screen and finalise activity on the <b>s47E(d)</b> screen.</p> <p>Once the previous relationship has been ended, <b>s47E(d)</b> to continue processing:</p> <p><b>s47E(d)</b></p> <p>See <a href="#">Step 1 in Table 2</a>.</p>   |
| 5 | <p><b>To create or update relationship</b> + Read more ...</p> <p>On the <b>s47E(d)</b> screen:</p> <ul style="list-style-type: none"> <li>• Select <b>s47E(d)</b></li> <li>• Data can be added or removed to change search parameters</li> </ul> <p>From the search results:</p> <p><b>s47E(d)</b></p> <p>On the <b>s47E(d)</b> screen, complete the relevant fields and select <b>s47E(d)</b>.</p> <p>The <a href="#">Linking customer and partner</a> Task card provides a visual of this update.</p> <p>The <b>s47E(d)</b> screen then displays with the status as <b>s47E(d)</b> under the <b>s47E(d)</b> table.</p> <p>See <a href="#">Step 1 in Table 2</a>.</p> |
| 6 | <p><b>New child to be added within the claim</b> + Read more ...</p> <p>If the customer has advised of a new child within the claim, the child must be <a href="#">added to the record in Customer First</a> before the claim can be completed in Process Direct.</p> <p><b>Note:</b> Service Officers are to exit the record in Process Direct before making updates in Customer First <b>s47E(d)</b>.</p> <p>Once this child linking activity has been completed in Customer First, <b>s47E(d)</b> to continue processing:</p> <p><b>s47E(d)</b></p> <p>The child or children should then display in both tables.</p> <p>See <a href="#">Step 1 in Table 2</a>.</p>   |

## Evidence requirements

Table 2

| Step | Action  |
|------|---|
| 1    | <p><b>Evidence requirements for ACCS (Temporary Financial Hardship)</b> + Read more ...</p> <p>Customers need to submit evidence before they can submit a combined CCS/ACCS (Temporary Financial Hardship) claim (online or via the ACC).</p> <p>Customers can submit a standalone ACCS (Temporary Financial Hardship) application without uploading evidence as it considered a Change of Circumstances. However, after submitting an application customers receive a message advising they are required to provide evidence of the Temporary Financial Hardship event within 14 days of submitting their application.</p> <p>Although customers are advised that they have 14 days to provide evidence, an extra 8 days is provided for postage. Therefore:</p> <ul style="list-style-type: none"> <li>• if evidence is not provided within 22 days (14 days + 8 days for postage) of submitting their application,</li> <li>• the claim will be taken as not having been made (not effective)</li> </ul> <p>The customer will need to submit a new application if they wish to apply for ACCS (Temporary Financial Hardship). Payment can only be backdated up to 28 days.</p> <p>Evidence <b>must</b> be provided:</p> <ul style="list-style-type: none"> <li>• for an ACCS (Temporary Financial Hardship) application to be effective, and</li> <li>• to enable eligibility for ACCS (Temporary Financial Hardship) to be assessed</li> </ul> <p>s47E(d)</p> <p>Customers may lodge an ACCS (Temporary Financial Hardship) claim in anticipation of an event occurring.</p> <p>If deemed effective, claims cannot be finalised prior to the event occurring.</p> <p>If the customer or their partner has received the <b>Queensland Government Emergency Hardship Assistance payment</b> or the <b>Tasmanian Government Temporary Living Expenses Grant</b>, they will only need to show proof of this payment and no further evidence will be required to demonstrate financial hardship.</p> <p>Select <b>s47E(d)</b> to display all documentation attached to the record.</p> <p><b>Note:</b> before requesting documents, review all evidence provided and on the customer's record that supports the application. This will ensure only 1 letter requesting documents is sent to the customer.</p> <p>If evidence has been provided or is on the customer's record, confirm it meets the evidence requirements. The <a href="#">Resources</a> page lists suitable evidence for each event.</p> <p>As well as evidence of the event(s), customers must provide a causal link between the event and their temporary financial hardship. This may include a Statutory Declaration and supporting evidence of expenses incurred (bank statements, invoices).</p> <p><b>Is there enough evidence to assess the ACCS (Temporary Financial Hardship) application?</b></p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, see <a href="#">Step 1 in Table 3</a></li> <li>• <b>No</b>, <a href="#">go to Step 2</a></li> </ul> |
| 2    | <p><b>Determine whether further information evidence is to be requested</b> + Read more ...</p> <p>Customers who lodge a standalone ACCS (Temporary Financial Hardship) are advised what evidence is required on their Receipt. This request is deemed a request for information, so a further request is not needed unless additional information is required. To view details of the evidence requested:</p> <p>s47E(d)</p>   |

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|   | <p>If the customer:</p> <ul style="list-style-type: none"> <li>is clearly not eligible for ACCS (Temporary Financial Hardship), (for example the event is more than 6 months in the past, ACCS has already been paid for the event), for:             <ul style="list-style-type: none"> <li>CCS/ACCS (Temporary Financial Hardship) combined claim see <a href="#">Step 1 in Table 3</a></li> <li>Standalone ACCS (Temporary Financial Hardship) application, see <a href="#">Step 3 in Table 3</a></li> </ul> </li> <li>provided appropriate evidence with their application and/or request for additional evidence, but further information is required to be able to assess the application, <a href="#">go to Step 3</a></li> <li>provided document/s that do not align with the requested evidence and are unrelated to the ACCS (Temporary Financial Hardship) event, for:             <ul style="list-style-type: none"> <li>CCS/ACCS (Temporary Financial Hardship) combined claim, see <a href="#">Step 1 in Table 3</a></li> <li>Standalone ACCS (Temporary Financial Hardship) application, see <a href="#">Step 3 in Table 3</a></li> </ul> </li> <li>did not provide documents within the requested timeframe (from original standalone application request or additional information requests), for:             <ul style="list-style-type: none"> <li>CCS/ACCS (Temporary Financial Hardship) combined claim see <a href="#">Step 1 in Table 3</a></li> <li>Standalone ACCS (Temporary Financial Hardship) application, see <a href="#">Step 3 in Table 3</a></li> </ul> </li> </ul> |
| 3 | <p><b>Request further documentation from the customer</b> + Read more ...</p> <p>To request additional evidence from the customer, select &gt; <b>s47E(d)</b></p> <p><b>Maintain</b></p> <p>Ensure information is correct, and update the following fields:</p> <p><b>s47E(d)</b></p> <p><b>Available Documents</b></p> <p><b>s47E(d)</b></p> <p>Repeat the above steps for all evidence required.</p> <p><b>Finish the transaction</b></p> <p>The <b>s47E(d)</b> page provides an opportunity to confirm the information requested is correct and to ensure the Customer Notification is correct.</p> <p>Select <b>s47E(d)</b> if the request is correct. The claim/change of circumstances will automatically be placed on hold.</p> <p><b>Note: s47E(d)</b></p> <p>. When requesting documents, issue a Q888 as set out in Operational Blueprint letters and electronic messaging &gt; Centrelink &gt; Families &gt; Child Care Subsidy and Additional Child Care Subsidy. The <a href="#">Resources</a> page has a link. Record <b>Notes</b> to indicate what information was requested. Place the combined claim or standalone application on hold <b>s47E(d)</b></p> <p>Procedure ends here until evidence is provided (or not) within the timeframe.</p>   |

## Process ACCS (Temporary Financial Hardship) applications

Table 3

| Step | Action  |
|------|---|
| 1    | <b>Combined CCS/ACCS Claims</b> + Read more ... |

After completing the pre-claim checks and with all provided evidence on hand, on the s47E(d) screen, select s47E(d) to start the assessing new claim.

Icons display in the same order as the s47E(d) information.

Selecting the different icons will display tables that may contain provisional data and/or confirmed data. This information should have been automatically loaded from the online claim or ACC. Information not loaded correctly will display as an error, warning or message.

**TIPS:**

s47E(d)

2 **Errors + Read more ...**

Errors, warnings and messages will display when you have selected s47E(d) and will continue to display after selecting s47E(d) until all issues have been resolved.

These messages inform of the data items or evidence validation that needs to be addressed to finalise the claim.

If there is more than 1 error, select s47E(d) after addressing each error message.

s47E(d)

**Note:** even if the Service Officer has determined the claim to be Not Effective due to evidence not being provided (or inappropriate), all appropriate updates are to be made. s47E(d)

3 **Standalone ACCS (Temporary Financial Hardship) applications + Read more ...**

Standalone ACCS (Temporary Financial Hardship) applications display to staff as a s47E(d) activity in Process Direct.

**Tips:**

- To view navigation icons, select s47E(d)
- If not already within the s47E(d) activity, select s47E(d) then the s47E(d) transaction

Once within the s47E(d) transaction, the s47E(d) screen will display:

s47E(d)

4 **Previous ACCS (Temporary Financial Hardship) applications + Read more ...**

Customers are only eligible to receive 13 weeks of ACCS (Temporary Financial Hardship) per child for each event.

- ACCS standalone applications: View the s47E(d) table by entering s47E(d) field to determine if the customer has been assessed for this event previously
- CCS/ACCS combined claim: Select the s47E(d) icon and expanding the s47E(d) . Select s47E(d) data. Check whether the customer has been assessed for this event previously

**Has the customer previously applied for ACCS (Temporary Financial Hardship) for this event?**

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|   | <ul style="list-style-type: none"> <li>• <b>Yes</b>, <a href="#">go to Step 5</a></li> <li>• <b>No</b>, <a href="#">go to Step 8</a></li> </ul>   |
| 5 | <p><b>ACCS (Temporary Financial Hardship) paid for same event</b> + Read more ...</p> <p>Review previous applications to determine how many weeks of ACCS (Temporary Financial Hardship) have been paid for each child.</p> <p><b>Note:</b> customers may request to change the dates of their previous determination for the same event. Before assessing the new application, check for <b>s47E(d)</b> <b>DOC</b> and if required, revoke or update the previous determination to reduce the number of weeks or length of time. If required, contact the customer to clarify what dates are being claimed for ACCS TFH. See <a href="#">Table 5</a>.</p> <p><b>Has the customer exhausted 13 weeks ACCS for each child?</b></p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, see <a href="#">Step 1 in Table 4</a></li> <li>• <b>No</b>, <a href="#">go to Step 6</a></li> </ul>  |
| 6 | <p><b>Less than 13 weeks of ACCS (Temporary Financial Hardship) has been paid for 1 or more children</b> + Read more ...</p> <p>If the customer has been granted ACCS (Temporary Financial Hardship) for less than 13 weeks and they are still experiencing financial hardship due to the same event, they can apply for ACCS (Temporary Financial Hardship) again for the same event</p> <p>The <a href="#">event</a> must still have occurred within 6 months of the date of the subsequent application. The customer can only be granted the balance of the maximum 13 weeks.</p> <p><b>Were all children included in the previous ACCS (Temporary Financial Hardship) assessment?</b></p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, make note of remaining weeks per child. <a href="#">Go to Step 8</a></li> <li>• <b>No</b>, <a href="#">go to Step 7</a></li> </ul>   |
| 7 | <p><b>Children not included in previous ACCS (Temporary Financial Hardship) assessment</b> + Read more ...</p> <p>A determination of ACCS (Temporary Financial Hardship) is linked to a particular child and a particular customer. If the customer has multiple children, they can select which children the application relates to. The application can be used to make multiple determinations (1 for each child).</p> <p>If a customer chooses not to select all children, and apply for them at a later date, it is important to note the application for each child must be made within 6 months of the date of the event being claimed for.</p> <p>Make note of the remaining weeks for each child the customer has indicated as part of the claim.</p>  |
| 8 | <p><b>Coding ACCS Temporary Financial Hardship (TFH) Table</b> + Read more ...</p> <p>To update or record information relating to the ACCS (Temporary Financial Hardship) application:</p> <ul style="list-style-type: none"> <li>• CCS/ACCS combined claim - select the <b>s47E(d)</b> icon and open the <b>s47E(d)</b> and <b>s47E(d)</b></li> <li>• ACCS Stand Alone application - Enter <b>s47E(d)</b> field to go to the <b>s47E(d)</b></li> </ul> <p>Although the customer may not be eligible for ACCS (Temporary Financial Hardship), all mandatory fields for each event are to be completed before finalising the application.</p> <p>A line will display under the <b>s47E(d)</b> Table for each event type. Service Officers are to review evidence associated with each event and complete the relevant fields for each event type.</p> <p>If an FA086 application form has been lodged, select <b>s47E(d)</b> to record all details from information on the form.</p> <p>For all applications, review information recorded in comparison to evidence provided. Update information in the following fields as required, including:</p> <p><b>s47E(d)</b></p> |

s47E(d)

**Is ACCS (Temporary Financial Hardship) to be granted?**

- **Yes:**
  - for combined CCS/ACCS (Temporary Financial Hardship) applications, [go to Step 9](#)
  - for standalone ACCS (Temporary Financial Hardship) applications, [go to Step 10](#)
- **No**, see [Step 1 in Table 4](#)

9 **Granting ACCS (Temporary Financial Hardship) - combined claims** + Read more ...

s47E(d)

To finalise combined CCS/ACCS (Temporary Financial Hardship) applications, see [Step 2 in Table 4](#).

10 **Granting ACCS (Temporary Financial Hardship) - standalone applications** + Read more ...

Check and correct additional information relevant to a grant of ACCS (Temporary Financial Hardship). In the following fields:

s47E(d)

s47E(d)

To finalise the standalone ACCS (Temporary Financial Hardship) application, see [Step 6 in Table 4](#).

## Finalise ACCS (Temporary Financial Hardship) applications

Table 4

| Step | Action  |
|------|---|
| 1    | <p><b>Rejected/Not Effective ACCS (Temporary Financial Hardship) applications</b> + Read more ...</p> <p>An ACCS (Temporary Financial Hardship) application will be:</p> <ul style="list-style-type: none"> <li>• <b>not effective</b> if the customer did not provide information as requested. Keying s47E(d) field, will result in the application being made Not Effect when finalised, or</li> <li>• <b>rejected</b> if the customer does not meet the criteria for ACCS (Temporary Financial Hardship), and s47E(d) field</li> </ul> <p>If an application is Not Effective or rejected, the child/ren's details should result in 00 weeks being allocated.</p> <p>If the application/claim is being rejected because the child/ren have been paid ACCS for 13 weeks for the same event, the s47E(d) field is to be updated by selecting s47E(d) from the s47E(d)</p> <p>Within an ACCS (Temporary Financial Hardship) standalone application:<br/>s47E(d)</p> <p>Within an CCS/ACCS combined claim:</p> <ul style="list-style-type: none"> <li>• If all claimed children have been paid 13 weeks of ACCS (Temporary Financial Hardship) for the same event, there is no need to code the s47E(d) reason. Ensure the s47E(d) field has been recorded as s47E(d)</li> </ul> |
| 2    | <p><b>Finish and Finalise claim</b> + Read more ...</p> <p>For combined CCS/ACCS (Temporary Financial Hardship) applications, <a href="#">go to Step 3</a></p> <p>For standalone ACCS (Temporary Financial Hardship) applications, <a href="#">go to Step 4</a></p>   |
| 3    | <p><b>Finish and Finalise combined CCS/ACCS combined claim</b> + Read more ...</p> <p>After addressing data validations, including assessing evidence and recording updates to the s47E(d)</p> <p>s47E(d)</p>   |

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|   | <p>s47E(d)</p> <p>Record the outcome of the CCS claim:</p> <p>s47E(d)</p> <p>If CCS has been rejected for any child/ren, include:</p> <p>s47E(d)</p> <p><a href="#">Go to Step 5.</a></p>   |
| 4 | <p><b>Finish and Finalise standalone ACCS application</b> + Read more ...</p> <p>After addressing data validations, including assessing evidence and recording updates to the s47E(d) :</p> <p>s47E(d)</p> <ul style="list-style-type: none"> <li>• _____</li> </ul>  |
| 5 | <p><b>Record Notes for ACCS outcome</b> + Read more ...</p> <p>Re-access the customer's CRN and record s47E(d) detailing the outcome of the ACCS (Temporary Financial Hardship) application.</p> <p>s47E(d)</p> <p>Select</p> <p>s47E(d)</p> <p>If ACCS (Temporary Financial Hardship) is:</p> <ul style="list-style-type: none"> <li>• granted, <a href="#">go to Step 6</a></li> <li>• rejected, <a href="#">go to Step 7</a></li> <li>• Not Effective, <a href="#">go to Step 8</a></li> </ul> |

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| 6 | <p><b>Notes - ACCS (Temporary Financial Hardship) granted</b> + Read more ...</p> <p>Record the following information in <sup>s47E(d)</sup>:</p> <p>s47E(d)</p> <p>If ACCS (Temporary Financial Hardship) has been rejected for other child/ren in the claim, key the following:</p> <p>s47E(d)</p> <p>Check for additional ACCS (Temporary Financial Hardship) applications, <a href="#">go to Step 10</a>.</p> |
| 7 | <p><b>Notes - ACCS (Temporary Financial Hardship) rejected</b> + Read more ...</p> <p>Record the following information in <sup>s47E(d)</sup>:</p> <p>s47E(d)</p> <p>Check for additional ACCS (Temporary Financial Hardship) applications, <a href="#">go to Step 10</a>.</p>  |
| 8 | <p><b>Notes - ACCS (Temporary Financial Hardship) not effective</b> + Read more ...</p> <p>Record the following information in <sup>s47E(d)</sup>:</p> <p>s47E(d)</p> <p>Check for additional ACCS (Temporary Financial Hardship) applications, <a href="#">go to Step 10</a>.</p>   |
| 9 | <p><b>Notes - ACCS (Temporary Financial Hardship) withdrawn</b> + Read more ...</p> <p>Record the following information in <sup>s47E(d)</sup>:</p> <p>s47E(d)</p>  |

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|    | <p>s47E(d)</p> <p>Check for additional ACCS (Temporary Financial Hardship) applications, <a href="#">go to Step 10</a>.</p>   |
| 10 | <p><b>Check Outstanding Transactions for additional ACCS (Temporary Financial Hardship) applications</b> + Read more ...</p> <p>Are there any additional ACCS (Temporary Financial Hardship) applications in s47E(d) ?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, <a href="#">go to Step 11</a></li> <li>• <b>No</b>, procedure ends here</li> </ul>  |
| 11 | <p><b>Additional ACCS (Temporary Financial Hardship) applications</b> + Read more ...</p> <p>If the customer has lodged additional applications for ACCS (Temporary Financial Hardship) assessment, check if the customer has previously been assessed for the same period, children and event.</p> <p>Is the application a duplicate with no change to eligibility?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, cancel the duplicate. <a href="#">Go to Step 12</a></li> <li>• <b>No</b>, process the application, see <a href="#">Step 1 in Table 1</a></li> </ul> |
| 12 | <p><b>Cancelling duplicate ACCS applications</b> + Read more ...</p> <p>To cancel a duplicate for a:</p> <ul style="list-style-type: none"> <li>• <b>Combined claim:</b><br/>s47E(d)</li> <li>• <b>Standalone application:</b><br/>s47E(d)</li> </ul> <p>Procedure ends here.</p>   |

## Updating or revoking ACCS (Temporary Financial Hardship) determinations

Table 5

| Step | Action   |
|------|--|
| 1    | <p><b>Change to an existing ACCS (Temporary Financial Hardship) determination</b> + Read more ...</p> <p>For example, this may be necessary if:</p> <ul style="list-style-type: none"> <li>• the customer advises they are no longer in financial hardship</li> <li>• a review of the customer's original application determines the customer did not meet the criteria for ACCS, or</li> <li>• the customer requests to change the dates of their assessment and has lodged a new application for ACCS (Temporary Financial Hardship)</li> </ul> <p>When varying a determination, it is only possible to reduce the number of weeks or length of time. To increase a previous determination or change a start date, the customer will need to lodge a new ACCS application.</p> |
| 2    | <p><b>Editing the s47E(d)</b> + Read more ...</p> <p><b>Note:</b> if the customer has requested to change the dates of an existing TFH assessment and has lodged a new ACCS TFH application within 6 months of the event, update the original TFH assessment within the new application</p>  |

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|   | <p>activity. Reject applications lodged more than 6 months from the TFH event, do not <sup>s47E(d)</sup> event in these circumstances - process as per normal, <b>DOC</b> the outcome and finalise the <sup>s47E(d)</sup> .</p> <p>In the <sup>s47E(d)</sup> , key <sup>s47E(d)</sup> to go to the <sup>s47E(d)</sup> table:</p> <ul style="list-style-type: none"> <li>• Select <sup>s47E(d)</sup> for the event to be updated</li> <li>• Update relevant fields as appropriate: <ul style="list-style-type: none"> <li>◦ If the customer advises they are no longer in hardship, amend the <sup>s47E(d)</sup></li> <li>◦ If a review of the customer's circumstances determine the customer should never have been granted ACCS (Temporary Financial Hardship), update <sup>s47E(d)</sup></li> <li>◦ If assessing a new ACCS TFH application and an <sup>s47E(d)</sup></li> </ul> </li> <li>• Select <sup>s47E(d)</sup></li> </ul> <p><sup>s47E(d)</sup></p> |
| 3 | <p><b>Record Notes for ACCS Reassessment</b> + Read more ...</p> <p>Re-access the customer's CRN and record <sup>s47E(d)</sup> detailing the outcome of the ACCS (Temporary Financial Hardship) reassessment.</p> <p>Re-access the customer's CRN and record <sup>s47E(d)</sup> detailing the outcome of the ACCS (Temporary Financial Hardship) application.</p> <p><sup>s47E(d)</sup></p> <p>Select <sup>s47E(d)</sup> and</p> <p><sup>s47E(d)</sup></p>   |

## References

Historical Version valid from 25/03/2021 5:47 pm to 4/05/2021 12:29 pm

## Policy

[Family Assistance Guide 2.8.3.10 ACCS \(temporary financial hardship\) - Eligibility](#)

[Family Assistance Guide 2.8.3.30 ACCS \(temporary financial hardship\) - Evidence](#)

[Family Assistance Guide 2.8.3.40 ACCS \(temporary financial hardship\) - Determinations](#)

## Legislation

Links to the Federal Register of Legislation site go to a 'Series' page. Select the 'Latest' version.

[Family Assistance Legislation Amendment \(Jobs for Families Child Care Package\) Act 2017](#)

[A New Tax System \(Family Assistance\) Act 1999](#)

[Child Care Subsidy Minister's Rules 2017](#)

## Resources

Historical Version valid from 25/03/2021 5:47 pm to 4/05/2021 12:29 pm

### Intranet link

[Level 2 Policy Help Desk - Online Query form](#)

### Forms

[FA084 - Notes and Claim for Child Care Subsidy](#)

[FA086 - Notes and Application for Additional Child Care Subsidy \(Temporary Financial Hardship\)](#)

### Letters

[Q888 Request for information - CCS and Additional CCS](#)

## Evidence to support ACCS (Temporary Financial Hardship) applications

These are examples only. It is not intended that customers need to provide all forms of evidence listed within each category.

- Evidence on a customer's record (for example, Employment Separation Certificate, Medical Certificate) can be evidence to support the application
- Evidence must demonstrate the link between the event and a substantial reduction in the ability to pay for child care fees
- Statutory declarations cannot be the sole source of evidence for the application. But they can serve as complementary evidence to explain how an event has affected their financial situation
- **Note:** It is expected that supporting evidence is provided on a business letterhead with contact details. If this is not the case, staff should request further evidence to validate the details.

Table 1:

| Event   | Evidence  |
|---|---|
| Death of a partner or child of the individual | <p>Evidence required if death of partner not previous recorded under usual business processes:</p> <p>Death certificate</p> <p>Verification of death of child or partner</p> <p>Advice of death form (SA116)</p> <p>Court documentation</p> <p>Signed statement from social worker, counsellor, doctor or other party</p> <p>Receipts and invoices of medical and funeral expenses</p> <p>Statutory declaration stating that the individual's partner or child has died</p> |

|   |  |
|---|--|
| <p>Loss of employment (customer or partner) other than due to resignation or retirement</p>   | <p>Employment Separation Certificate, noting a reason other than resignation or retirement</p> <p>Letter from employer</p> <p>Letter from accountant</p> <p>Statutory Declaration stating that the individual has lost their employment other than due to resignation or retirement</p>  |
| <p>Loss of income or business failure (customer or partner) due to circumstances outside of the control of the individual or of the partner (such as serious illness)</p> | <p>Letter from accountant</p> <p>Bank statements</p> <p>Medical certificate</p> <p>Reports from accountants and financial advisers (if there has been an existing relationship) or similar evidence of loss of income</p> <p>Statutory declaration stating that the individual has lost income or suffered a business failure due to circumstances outside their control</p>   |
| <p>Loss of income due to the death of a child support payer who was providing ongoing financial assistance in relation to the child under child support arrangements</p>  | <p>Evidence required if death of the individual not previously recorded under usual business processes:</p> <p>Verification of death (for example, funeral notice, death notice)</p> <p>Advice of death form (SA116) Evidence of child support arrangements</p> <p>Evidence of child support payments (for example, bank statement showing regular payments from deceased child support payer)</p> <p>Letter from accountant</p>   |
| <p>Adversely affected by a major disaster event</p>   | <p>Fire report</p> <p>Police report</p> <p>Insurance report</p> <p>Statutory Declaration</p> <p>A natural disaster event that has been formally declared and where the families concerned would be eligible for disaster assistance</p> <p>AGDRP application</p> <p><b>Note:</b> if the customer or their partner is/has received the <b>Queensland Government Emergency Hardship Assistance</b> payment or the <b>Tasmanian Government Temporary Living Expenses Grant</b>, they will only need to show proof of this payment and no further evidence will be required to demonstrate financial hardship.</p>         |
| <p>Destruction of, or severe damage to, the home</p>  | <p>Fire report</p> <p>Police report</p> <p>Insurance report</p> <p>Letters from an insurance company</p> <p>Statutory Declaration stating that the individual's home, or their partner's home, has been destroyed or severely damaged</p> <p>Police/ incident report</p> <p><b>Note:</b> if the customer or their partner is/has received the <b>Queensland Government Emergency Hardship Assistance</b> payment or the <b>Tasmanian Government Temporary Living Expenses Grant</b>, they will only need to show proof of this payment and no further evidence will be required to demonstrate financial hardship.</p> |
| <p>Having to leave home, and not being able to return because of an extreme</p>   | <p>Medical Certificates</p> <p>Court documentation</p>   |

|   |   |
|---|---|
| circumstance (such as domestic violence)  | Signed statement from social worker, counsellor, doctor or other party statutory declaration stating that the individual has to leave home and is unable to return because of an extreme circumstance<br><br>Information provided as part of a Crisis payment application   |
| Still living at home after being subjected to domestic violence by a family member who has left or has been removed from the home | Police/ incident report<br><br>Medical Certificates<br><br>Court documentation<br><br>Signed statement from social worker, counsellor, doctor or other party statutory declaration stating that the individual is still living at home after being subjected to domestic violence by a family member who has been removed from the home or who has left<br><br>Information provided as part of a Crisis payment application |

## ACCS (Temporary Financial Hardship) scenarios

Table 2: This table provides scenarios of various Temporary Financial Hardship events and possible outcomes for an application for ACCS (Temporary Financial Hardship). These examples are based on the customer being eligible for CCS.

| Item    | Scenario |
|---------|----------|
| s47E(d) |          |







## Training & Support

Historical Version valid from 25/03/2021 5:47 pm to 4/05/2021 12:29 pm

Add the course number to the s47E(d) field in the s47E(d) in ESSentials:

- s47E(d) - Claiming CCS and ACCS
- s47E(d) - CCS Phase Two - Additional CCS (Comp)
- s47E(d) - Assess and process ACCS applications

s22-out of scope



# Australian Government

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## Services Australia

### **Additional Child Care Subsidy (ACCS) (Temporary Financial Hardship) eligibility and applications 007-17103158**

Historical Version valid from 1/04/2019 7:48 am to 20/05/2019 2:52 pm

## **Background**

s22-out of scope

This document outlines eligibility for Additional Child Care Subsidy (ACCS) (Temporary Financial Hardship) and how customers can apply for this subsidy.

### **On this page:**

#### **ACCS (Temporary Financial Hardship)**

Additional Child Care Subsidy (ACCS) Temporary Financial Hardship provides short-term support to families experiencing significant financial stress due to circumstances beyond their control. This additional financial assistance will help ensure continuity of care for the child and support families when they need it most.

ACCS (Temporary Financial Hardship) may also apply on the Secretary's own initiative, such as in the case of a natural disaster. The [Resources](#) page contains an example of where the secretary may make a determination of ACCS (Temporary Financial Hardship).

#### **Eligibility for ACCS (Temporary Financial Hardship)**

To be eligible for ACCS (Temporary Financial Hardship), customers must:

- be eligible for [Child Care Subsidy \(CCS\)](#), and
- be assessed as experiencing temporary financial hardship for an event that occurred no more than six months before the application is made, and
- have had a substantial reduction in their ability to pay child care fees as a direct result of the temporary financial hardship

#### **Rates of ACCS (Temporary Financial Hardship)**

ACCS (Temporary Financial Hardship) subsidy is 100 per cent of the actual fee charged, up to 120 per cent of the [hourly rate cap](#), for up to 100 hours per fortnight. The family will not have to meet activity test requirements. ACCS (Temporary Financial Hardship) can be granted for a maximum of 13 weeks per event.

In exceptional circumstances, a higher percentage and/or more than 100 hours per fortnight of subsidised child care can be approved.

#### **Higher rates of subsidy and/or hours - exceptional circumstances**

Generally, circumstances would be considered exceptional when these circumstances apply to a particular child or family only and if they have a severe impact on the family in terms of:

- being able to access child care
- pay for child care or

- the hours of care needed

In exceptional circumstances, customers can apply to receive an assessment that is higher than 120% of the relevant [hourly rate cap](#) and/or access more than 100 hours of subsidised child care.

**More than 120%** - customers can request to be considered for more than 120% - these cases are to be referred to the Level 2 Policy Helpdesk for assessment. The [Resources](#) page has a link to the Helpdesk.

**More than 100 hours** – customers can request to be considered for more than 100 hours of subsidised care per fortnight. The maximum number of hours that can be considered is 24 hours per day (24 x 14 = 336 per fortnight) in extreme cases.

## Applying for ACCS (Temporary Financial Hardship)

Customers can apply for ACCS (Temporary Financial Hardship):

- at the time of completing an [online or staff assisted claim for Child Care Subsidy \(CCS\)](#). The ACCS (Temporary Financial Hardship) application is imbedded within the CCS claim. This means the ACCS (Temporary Financial Hardship) question set will present if the customer indicates they are experiencing financial hardship
- (if already on CCS) at any time via a change of circumstances, using their online account or contacting the Department of Human Services

In limited circumstances, an offline (paper) FA086 Application for Additional Child Care Subsidy (Temporary Financial Hardship) form can be issued. See the [Resources](#) page for a link to the FA086.

**Note:** pending publication of this form, Service Officers are to assist customers complete an online application.

When a customer with multiple children makes an application for ACCS (Temporary Financial Hardship), they are required to indicate which children they wish the subsidy to be applied.

## Events which can result in Temporary Financial Hardship

The [events](#) which lead to a customer experiencing temporary financial hardship are generally outside of their control and result in a substantial reduction in the customer's ability to pay child care fees.

In all circumstances, the customer must be experiencing financial stress due to a [Temporary Financial Hardship event](#) that occurred within six months of making an application.

## Events which do not result in Temporary Financial Hardship

Circumstances which are not unforeseeable and are therefore not considered to contribute to a customer's financial hardship include, but are not limited to:

- foreseeable expenditure such as routine home repairs and maintenance
- discretionary expenditure such as additions to the house
- increases in child care fees

## Using multiple events to claim ACCS (Temporary Financial Hardship)

Customers can nominate more than one [event](#) that has caused their situation of temporary financial hardship, as long as the events occurred within the last six months. This allows for situations where one event itself may not place the customer in financial hardship, but when considered together can result in a determination that a customer is experiencing temporary financial hardship.

## Evidence for ACCS (Temporary Financial Hardship)

To support an application for ACCS (Temporary Financial Hardship) customers must:

- provide evidence that the event(s) occurred less than six months prior to the application, and
- demonstrate a causal link between the event(s) and their financial hardship

The evidence provided must clearly show that the customer has experienced a substantial reduction in their ability to pay child care fees as a result of the Temporary Financial Hardship event.

**Note:** where the customer or their partner is/has received the **Queensland Government Emergency Hardship Assistance** payment or the **Tasmanian Government Temporary Living Expenses Grant**, they will only need to show proof of this payment and no further evidence will be required to demonstrate financial hardship.

The [Resources](#) page contains a table of the types of evidence required for each event.

## Duration of ACCS (Temporary Financial Hardship)

Customers are asked to select the number of weeks they would like to receive ACCS (Temporary Financial Hardship), as part of their application. The maximum period payable for an event (or multiple events) that caused financial hardship is 13 weeks.

If a customer continues to experience financial hardship due to an event they received less than 13 weeks of ACCS (Temporary Financial Hardship), they can apply again using the same event, as long as the event is still within six months of the date of the subsequent application. In this case, the customer can only be granted the balance of the maximum 13 weeks.

## ACCS (Temporary Financial Hardship) applications and multiple children

A determination of ACCS (Temporary Financial Hardship) is linked to a particular child and a particular customer. If the customer has multiple children, they can select which children the application relates to. The application can be used to make multiple determinations (one for each child). It is important to note that the application for each child must be made within six months of the Temporary Financial Hardship event.

**Example:** A customer has 3 children and lost their job in May. The customer applies for ACCS (Temporary Financial Hardship) in June, requesting the determination be backdated to May (can only be backdated up to 28 days). The customer decides to apply for each child separately to receive the subsidy sequentially for each of the children – this would see the customer applying for ACCS (Temporary Financial Hardship) over 39 weeks (13 weeks multiplied by 3 children). This is not allowable for the last child as the claim made for the last child would more than likely fall outside the 6 month period.

**Note:** allowing a customer to apply and receive the subsidy sequentially, rather than concurrently, does not result in the customer receiving more subsidy than if they were paid the subsidy concurrently. If a customer chooses this option, it is important to take into account the date the event took place, as staggering claims may result in a final claim not falling within six months of the event. Customers are also required to demonstrate they are still in financial hardship with a reduced ability to pay child care fees.

## Deemed Refusal

Where an ACCS (Temporary Financial Hardship) application has **not** been assessed within 28 days of lodgement, and all information is available to support the application, the system will treat it as a [deemed refusal](#). **Note:** deemed refusals are different to non-effective claims.

## Reassessments and changes in circumstances

Where a customer is no longer in financial hardship, they are required to notify Human Services.

Where it is identified a customer is no longer experiencing financial hardship, their eligibility for ACCS (Temporary Financial Hardship) is reassessed. If a decision is made that a customer is not experiencing financial hardship, the determination may be revoked or varied. The customer is notified of this decision in writing.

If a determination is:

- **revoked**, it is taken to not have been in effect at all. This may result in an overpayment being raised if sessions of care have been subsidised at the ACCS (Temporary Financial Hardship) rate
- **varied**, the variation can only **reduce** the number of whole weeks by changing the end date or the start date of the determination. When varying a determination weeks cannot be added to increase the period of determination

**Note:** a decision can be made to vary or revoke a determination even if the determination hasn't come into effect, is current or has ceased.

If a customer does not agree with a decision to revoke or vary an ACCS (Temporary Financial Hardship) determination, they can request the decision be reviewed.

The [Resources](#) page contains links to the Level 2 Policy Helpdesk, the FA086 form, information about acceptable forms of evidence to support a customer's claim for ACCS (Temporary Financial Hardship), and examples of making a determination based on the customer's circumstances.

## Related links

[Additional Child Care Subsidy \(ACCS\) \(Temporary Financial Hardship\)](#)

[Eligibility for Child Care Subsidy \(CCS\)](#)

[Processing Child Care Subsidy \(CCS\) claims](#)

[Activity Test for Child Care Subsidy \(CCS\)](#)

[Centrelink online account](#)

[Upload documents service](#)

[Attaching electronic documents to a customer's record using Document Upload in Customer First](#)

[Multilingual Phone Service \(MPS\)](#)

## Process

Historical Version valid from 1/04/2019 7:48 am to 20/05/2019 2:52 pm

This page contains information about eligibility and apply for claiming ACCS (Temporary Financial Hardship).

### On this Page:

[Eligibility](#)

[Online application for ACCS \(Temporary Financial Hardship\)](#)

[Assisted applications for ACCS \(Temporary Financial Hardship\)](#)

## Eligibility

### Eligibility for ACCS (Temporary Financial Hardship)

Table 1: This table describes in detail the eligibility requirements for ACCS (Temporary Financial Hardship).

| Step | Action  |
|------|---|
| 1    | <p><b>Eligibility for Child Care Subsidy (CCS)</b> + Read more ...</p> <p>To be eligible for ACCS (Temporary Financial Hardship) customers must be eligible for CCS.</p> <p><b>Is the customer CCS current?</b></p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, <a href="#">go to Step 2</a></li> <li>• <b>No</b>, and the customer: <ul style="list-style-type: none"> <li>◦ has not claimed CCS - encourage the customer to lodge a claim for CCS including ACCS (Temporary Financial Hardship) <a href="#">go to Step 2</a></li> <li>◦ has claimed CCS, and has been assessed as not eligible -advise the customer they are not eligible for ACCS (Temporary Financial Hardship). Procedure ends here</li> </ul> </li> </ul>  |
| 2    | <p><b>Temporary Financial Hardship event(s)</b> + Read more ...</p> <p>To be eligible for ACCS (Temporary Financial Hardship), the customer (or their partner) must have experienced a <a href="#">Temporary Financial Hardship event(s)</a>, which has placed them in financial hardship, is unforeseen, and out of the control.</p> <p><b>Note:</b> an event may also apply on the Secretary's own initiative, such as in the case of a natural disaster. The <a href="#">Resources</a> page contains an example of where the secretary may make a determination of ACCS (Temporary Financial Hardship).</p> <p><b>Is the customer experiencing an event (or multiple events) of Temporary Financial Hardship?</b></p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, <a href="#">go to Step 3</a></li> <li>• <b>No</b>, the customer is not eligible for ACCS (Temporary Financial Hardship). Procedure ends here</li> </ul> |
| 3    | <p><b>Event(s) occurred within the last 6 months</b> + Read more ...</p> <p>An event(s) can only be used for the purposes of ACCS (Temporary Financial Hardship) if it has occurred within 6 months of the application being lodged.</p>  |

|   |   |
|---|---|
|   | <p><b>Has the event(s) occurred within the last 6 months?</b></p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, <a href="#">go to Step 4</a></li> <li>• <b>No</b>, the customer is not eligible for ACCS (Temporary Financial Hardship). Procedure ends here</li> </ul>  |
| 4 | <p><b>Reduction in ability to pay child care fees</b> + Read more ...</p> <p>The decision-making process to determine financial hardship is a decision based on the objective and holistic circumstances that impact on the individual's ability to pay child care fees. What might be a small impact on one family may be a considerable impact on another, therefore 'hardship' can only be determined by considering all relevant factors (noting that this list is not exhaustive):</p> <ul style="list-style-type: none"> <li>• 'out of pocket' expenses</li> <li>• level of debt or savings and how these might impact</li> <li>• possible changes (including variability) in income</li> <li>• other financial matters relevant to their circumstances – such as when income might be available, if known, the impact of insurance settlements occurring while the individual is in receipt of ACCS (Temporary Financial Hardship)</li> <li>• individual circumstances as disclosed by the individual and/ or partner</li> </ul> <p><b>Has the event(s) caused a significant reduction in the customer's ability to pay child care fees?</b></p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, the customer meets the eligibility criteria for ACCS (Temporary Financial Hardship) subject to the provision of supporting evidence. See the <a href="#">Resources</a> page for evidence requirements</li> <li>• <b>No</b>, the customer is not eligible for ACCS (Temporary Financial Hardship). Procedure ends here</li> </ul> |

## Online application for ACCS (Temporary Financial Hardship)

### Applying for ACCS (Temporary Financial Hardship) via online services

Table 2: This table outlines the process for customers to apply for ACCS (Temporary Financial Hardship) via online services. This information will assist service officers in understanding the online application process if customers contact or are applying via a self-service terminal.

| Step | Action  |
|------|---|
| 1    | <p><b>Online applications for ACCS (Temporary Financial Hardship)</b> + Read more ...</p> <p>The <b>preferred option</b> for customers to apply for ACCS (Temporary Financial Hardship) is via their <a href="#">Centrelink online account</a> which they can access via their myGov account:</p> <ul style="list-style-type: none"> <li>• For non-current CCS customers, <a href="#">go to Step 2</a></li> <li>• For CCS current customers, <a href="#">go to Step 3</a></li> </ul>  |
| 2    | <p><b>Making an online application – non-current CCS customers</b> + Read more ...</p> <p>Once a customer has accessed their <a href="#">Centrelink online account</a> via myGov, they will:</p> <ul style="list-style-type: none"> <li>• Select the <b>Online Claims</b> tile or the <b>Apply for a Payment &gt; Make a claim</b> menu option and then <b>Start a new claim</b></li> <li>• On the <b>Make a Claim</b> page, select <b>Get Started</b> from the <b>Families</b> category, then select <b>Apply for Child Care Subsidy</b></li> <li>• Answer all questions associated with the CCS claim, such as income estimate, activity test details, child details, child care details,</li> <li>• If the customer has indicated they are experiencing financial hardship when completing the CCS claim, the ACCS (Temporary Financial Hardship) questions will be presented as a part of that claim.</li> </ul> <p><a href="#">Go to Step 4.</a></p> |
| 3    | <p><b>Making an online application – current CCS customers</b> + Read more ...</p> <p>When a current CCS customer accesses their <a href="#">Centrelink online account</a> via myGov, they can start a new application for ACCS (Temporary Financial Hardship) by selecting Child Care Subsidy menu and the Temporary Financial</p>   |

|   |   |
|---|---|
|   | <p>Hardship Service</p> <p>A customer who has applied for ACCS (Temporary Financial Hardship) in the past can also:</p> <ul style="list-style-type: none"> <li>• view their history of ACCS (Temporary Financial Hardship) applications and decisions</li> <li>• view current and pending applications</li> <li>• withdraw pending applications</li> <li>• end a current period of ACCS (Temporary Financial Hardship)</li> </ul> <p><a href="#">Go to Step 4.</a></p>  |
| 4 | <p><b>ACCS (Temporary Financial Hardship) specific questions</b> + Read more ...</p> <p>The Temporary Financial Hardship Application collects information to support an application for ACCS (Temporary Financial Hardship) including:</p> <ul style="list-style-type: none"> <li>• the events which have caused the temporary financial hardship</li> <li>• the date of the event</li> <li>• from what date assistance is required</li> <li>• how long assistance is required (maximum of 13 weeks)</li> <li>• the children for which the additional assistance is to be applied</li> <li>• details of loss of income</li> </ul> <p>CCS current customers applying via online services, <a href="#">go to Step 5</a></p> <p>Non-current CCS customers completing a CCS/ACCS (Temporary Financial Hardship) combined claim, <a href="#">go to Step 6.</a></p>   |
| 5 | <p><b>Submitting a standalone ACCS (Temporary Financial Hardship) application</b> + Read more ...</p> <p>When a customer submits their application, they will be presented with a <b>Receipt</b> confirming their application was successfully completed.</p> <p><b>Next Steps</b></p> <p>Customers will be advised:</p> <ul style="list-style-type: none"> <li>• what evidence they must provide based on the event(s) they have advised has caused their financial hardship</li> <li>• to use the Upload documents service to submit their evidence, or submit it in person at a Service Centre</li> </ul> <p><b>Note:</b> if evidence is not provided within 22 days (14 days + 8 days for postage) of submitting their application, the claim will be taken as not having been made (not effective). The customer will need to submit a new application if they wish to apply for ACCS (Temporary Financial Hardship), noting payment can only be backdated up to 28 days.</p> <p>Procedure ends here.</p>  |
| 6 | <p><b>Submitting a CCS/ACCS (Temporary Financial Hardship) combined claim</b> + Read more ...</p> <p>After completing the CCS/ACCS claim, the <b>Next Steps</b> page displays:</p> <ul style="list-style-type: none"> <li>• a list of <b>Required</b> tasks, which will include evidence requirements for ACCS (Temporary Financial Hardship)</li> <li>• the date by which the claim must be submitted before it will expire</li> <li>• a link to <a href="#">Upload documents</a> via an <b>Upload</b> button against each Required task</li> </ul> <p><b>All</b> Required tasks must be provided before the customer can <b>Submit</b> their CCS/ACCS combined claim.</p> <p>Customers can access their online claim to return to the <b>Next steps</b> page at any time before it is submitted.</p> <p>Customers have the option to:</p> <ul style="list-style-type: none"> <li>• go <b>Back</b> to the <b>Review your claim</b> page</li> <li>• <b>Save</b> the claim</li> </ul> <p>Until all required documentation has been provided, and the claim submitted, it is deemed no claim has been lodged or decision made. This means a customer's CCS and ACCS (Temporary Financial Hardship) payment can only be backdated from the date the claim is submitted. This is not appealable.</p> <p><b>Note:</b> CCS and ACCS (Temporary Financial Hardship) can only be backdated up to 28 days from the date of claim. While ACCS (Temporary Financial Hardship) can start on any Monday, it cannot have a start date before CCS.</p> |

|  |   |
|--|---|
|  | <p>Started claims will automatically expire after 13 weeks.</p> <p>Once submitted, all CCS/ACCS (Temporary Financial Hardship) combined claims are allocated to the ACCS Processing Team for determination.</p> <p>Procedure ends here.</p> |
|--|---|

## Assisted applications for ACCS (Temporary Financial Hardship)

### Staff assisted applications for ACCS (Temporary Financial Hardship)

Table 3: This table provides information for staff to support customers lodge an application for ACCS (Temporary Financial Hardship), where an online application has been deemed unsuitable for the customer based on their circumstances.

| Step | Action   |
|------|--|
| 1    | <p><b>Customer contact</b> + Read more ...</p> <p>Customers should be advised the preferred method to apply for ACCS (Temporary Financial Hardship) is by logging into myGov and accessing their linked Centrelink Online Account.</p> <p>Where a customer is <a href="#">unable or unsuitable to complete</a> an online claim:</p> <ul style="list-style-type: none"> <li>• CCS current customers, <a href="#">go to Step 2</a></li> <li>• Non-current CCS customers, <a href="#">go to Step 3</a></li> </ul>   |
| 2    | <p><b>Standalone ACCS (Temporary Financial Hardship) applications for CCS current customers</b> + Read more ...</p> <p>There is no verbal application process for CCS current customers wishing to apply for ACCS (Temporary Financial Hardship).</p> <p>Advise the customer they can lodge an ACCS (Temporary Financial Hardship) application using their online account by selecting Child Care Subsidy menu and the <b>Temporary Financial Hardship</b> Service.</p> <p>Customers will be required to provide their evidence within 22 days (14 days + 8 days for postage) of submitting their application, or the claim will be taken as not having been made (not effective).</p> <p>In limited circumstances, an offline (paper) FA086 Application for Additional Child Care Subsidy (Temporary Financial Hardship) form can be issued to customers. Service Officers must confirm the customer is current on CCS before issuing a FA086. When accepting an FA086, Service Officers must ensure all required evidence is provided with the application. See the <a href="#">Resources</a> page for a link to the FA086.</p> <p>Procedure ends here.</p>  |
| 3    | <p><b>CCS and ACCS (Temporary Financial Hardship) combined claims for non-current CCS customers</b> + Read more ...</p> <p>For customers who are not CCS current, Service Officers can access the Assisted Customer Claim (ACC) via the <b>s47E(d)</b> and enter the customer's Customer Reference Number (CRN).</p> <p>Before using the <b>s47E(d)</b> to complete a verbal claim, or enter details from non-digital (paper) claims (FA084 Child Care Subsidy claim and FA086 Application for Additional Child Care Subsidy (Temporary Financial Hardship)), Service Officers must update the customer's personal details via the <b>s47E(d)</b> workflow in Customer First as these details cannot be updated in the ACC.</p> <p>If the ACC is started before the <b>s47E(d)</b> workflow was run, the ACC can be saved and the updates made outside the claim. Updates made using the <b>s47E(d)</b> workflow will appear on the <b>s47E(d)</b> page in the ACC.</p> <p>If there is a started CCS claim on the <b>s47E(d)</b>, the claim can be:</p> <p><b>s47E(d)</b></p> <p>'Channel Hopping' within the <b>s47E(d)</b> allows:</p> <ul style="list-style-type: none"> <li>• the customer to start a claim online and have it continued by a Service Officer, or</li> </ul> |

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|   | <ul style="list-style-type: none"> <li>a Service Officer to help a customer with starting a claim, which would then be completed by the customer online (an active Centrelink online account is required)</li> </ul> <p><a href="#">Go to Step 4.</a></p>  |
| 4 | <p><b>Completing the s47E(d)</b> + Read more ...</p> <p>Service Officers must read the eligibility message to the customer and ask if they want to be read the full privacy agreement. The customer must agree to the privacy agreement prior to commencing the claim</p> <p>Service Officers must ask the customer streaming questions on the s47E(d) screens to check if they may be eligible for CCS.</p> <p>If answers indicate the customer may be eligible for CCS, select s47E(d) when ready to start.</p> <p>Continue through the remaining question sets. If the customer is unable to answer mandatory questions, the claim workflow can be saved and continued at a later time.</p> <p><a href="#">Go to Step 5.</a></p>  |
| 5 | <p><b>ACCS (Temporary Financial Hardship) specific questions</b> + Read more ...</p> <p>If the customer advises they are experiencing temporary financial hardship, the ACCS (Temporary Financial Hardship) question set will display requesting information to support an application for ACCS (Temporary Financial Hardship) including:</p> <ul style="list-style-type: none"> <li>the events which have caused the temporary financial hardship</li> <li>the date of the event</li> <li>from what date assistance is required</li> <li>how long assistance is required (maximum of 13 weeks)</li> <li>the children for which the additional assistance is to be applied</li> <li>details of loss of income</li> </ul> <p><a href="#">Go to Step 6</a></p>   |
| 6 | <p><b>Review and submit claim</b> + Read more ...</p> <p>Check that all information is correct on the s47E(d) page.</p> <p>If answers need to be corrected, select the relevant s47E(d) button</p> <p>If personal details need to be corrected, exit the ACC and update using the s47E(d) workflow. This information will then populate into the claim</p> <p><b>Verbal claim declaration</b></p> <p>Does the customer agree to a verbal declaration script being read to meet their signature requirements?</p> <ul style="list-style-type: none"> <li><b>Yes</b>, Service Officers must select the s47E(d) hyperlink (bottom of review page) and read the <b>claim declaration</b> to the customer. Select the 'I have read, understood and accept my obligations' check box. <a href="#">Go to Step 7.</a></li> <li><b>No</b>, a Customer Declaration Form (CDF) is required. The CDF must be printed by selecting the s47E(d) icon s47E(d) of the s47E(d) page, and issued to the customer to sign and return. Advise the customer the claim will not be taken as submitted until the signed CDF is returned, and any supporting documentation (if applicable) is provided <ul style="list-style-type: none"> <li> Run the s47E(d) guided procedure to request the claimant return the signed CDF within 14 days</li> <li> Ask claimant to sign CDF. Scan CDF to their record</li> <li><a href="#">Go to Step 7</a></li> </ul> </li> </ul> |
| 7 | <p><b>Next Steps</b> + Read more ...</p> <p><b>Next Steps</b> will display any documentation or evidence required to support the claim.</p> <p>Advise the customer of the additional documents/evidence required, encouraging them to lodge these via <a href="#">Upload documents.</a></p>  |

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|    | <p>Note: where the customer or their partner is/has received the <b>Queensland Government Emergency Hardship Assistance</b> payment or the <b>Tasmanian Government Temporary Living Expenses Grant</b>, they will only need to show proof of this payment and no further evidence will be required to demonstrate financial hardship.</p> <p>Explain the customer's claim cannot be lodged until the evidence is provided. Where the customer has not agreed to the verbal declaration, they will also need to provide a signed CDF before the ACC can be submitted,</p> <p>An ACC can be saved and will remain in draft for 13 weeks, after which time it will expire and a new claim (ACC) will need to be initiated.</p>  |
| 8  | <p><b>Uploading documents or searching for existing evidence</b> + Read more ...</p> <p>Encourage customers to access their Centrelink online account or the Centrelink Express Plus mobile app to upload documents and then submit their claim.</p> <p>On the <b>s47E(d)</b> page in the <b>s47E(d)</b> section there is an <b>s47E(d)</b> button.</p> <p>If the customer uploaded or provided documents <b>before</b> starting the ACC, access the customer's record in Process Direct <b>s47E(d)</b></p> <p>and select the <b>s47E(d)</b> icon. Investigate if documents are available to support the CCS/ACCS claim. Go</p> <p>to the <b>s47E(d)</b> icon in Process Direct and ensure the required documents have been updated to 'Provided'.</p> <p><b>Has required documentation/evidence been provided?</b></p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, <a href="#">go to Step 9</a></li> <li>• <b>No</b>, select <b>s47E(d)</b>. An ACC cannot be submitted if required documentation has not been provided. Advise the customer their date of claim will only take effect from the date they provide their documentation/evidence. Also advise the customer their started claim will expire in 13 weeks, after which time they will need to initiate a new claim. Procedure ends here</li> </ul>  |
| 9  | <p><b>Submit claim via ACC</b> + Read more ...</p> <p>If it is determined sufficient evidence is available and accessible to support the CCS/ACCS claim, Service Officers are to <b>s47E(d)</b> the ACC, and select the <b>s47E(d)</b> check box as appropriate</p> <p>The ACC <b>can</b> be submitted where the <b>only</b> outstanding information are bank account and/or TFN details. Remind customers to provide their details within 14 days. They can provide this information verbally, or via their online account or the Express Plus Centrelink mobile app as it will display as an outstanding task. If details are not provided within 22 days (14 days + 8 days for postage), their claim will be not effective and they will need to lodge a new claim.</p> <p>Once a claim is submitted, customers subscribed to Electronic Messaging will receive a Notification confirming the submission and reminded to monitor their claim tracker in their online account or Express Plus Centrelink mobile app.</p> <p>The <b>Submitted</b> page will display:</p> <ul style="list-style-type: none"> <li>• Claim ID</li> <li>• Date submitting for processing</li> <li>• Estimated Completion Date (ECD) which can be advised to the customer</li> <li>• A 'withdraw claim' option</li> <li>• <b>s47E(d)</b></li> </ul> <p>All CCS/ACCS (Temporary Financial Hardship) combined claims are allocated to the ACCS Processing Team for processing.</p> <p><a href="#">Go to Step 10.</a></p> |
| 10 | <p><b>Exceptional Circumstances</b> + Read more ...</p> <p>If the customer indicates during the ACC they require:</p> <ul style="list-style-type: none"> <li>• more than 100 hours per fortnight of subsidised child care, see <a href="#">Exceptional circumstances for Child Care Subsidy (CCS) and Additional Child Care Subsidy (ACCS)</a>, and follow the correct referral process. Advise the customer they</li> </ul>   |

may be contacted to provide additional evidence in relation to the exceptional circumstances request. Ensure telephone contact details are up to date

- an ACCS percentage above 120% to cover more or all child Care fees, refer the customer to their child care service. The service is responsible for applying to the Department of Education and Training for an increased ACCS percentage. If approved, the Department of Education and Training will notify Human Services of the approved percentage and period it will apply

## References

Historical Version valid from 1/04/2019 7:48 am to 20/05/2019 2:52 pm

This page contains links to policy and legislation.

### Policy

Details will be available when the Family Assistance Guide is published.

### Legislation

Links to the Federal Register of Legislation site point to a 'Series' page which lists all available historical versions. Navigate to the appropriate legislative reference(s) listed below by selecting the 'Latest' compilation at the top of the list.

[Family Assistance Legislation Amendment \(Jobs for Families Child Care Package\) Act 2017](#)

[A New Tax System \(Family Assistance\) Act 1999](#)

[Child Care Subsidy Minister's Rules 2017](#)

## Resources

Historical Version valid from 1/04/2019 7:48 am to 20/05/2019 2:52 pm

This page contains links to the Level 2 Policy Helpdesk on the intranet, offline (paper) claims, links to Human Services and Department of Education and Training web site, information about acceptable evidence to support an ACCS (Temporary Financial Hardship) application, and temporary financial hardship scenarios.

### On This Page:

#### Intranet links

[Level 2 Policy Helpdesk](#)

#### Forms

[FA084 Claim for Child Care Subsidy](#)

[FA086 Application for Additional Child Care Subsidy \(Temporary Financial Hardship\)](#)

[SA116A – Advice of death](#) – can be used to verify death of a partner, child or child support payer who was providing financial support for a child

#### External Websites

[Department of Education and Training - Additional Child Care Subsidy](#)

[Department of Human Services - Additional Child Care Subsidy Temporary Financial Hardship](#)

#### Evidence requirements

**Note:**

- Evidence already available on a customer's record (for example, Employment Separation Certificate, Medical Certificate etc.) can be used as evidence to support an application for ACCS (Temporary Financial Hardship)
- Evidence must demonstrate the link between the event and a substantial reduction in the ability to pay for child care fees
- Statutory declarations cannot be the sole source of evidence for ACCS (Temporary Financial Hardship) applications, but can serve as complementary evidence to explain how an event has impacted their financial circumstances.

## Evidence to support ACCS (Temporary Financial Hardship) applications

Table 1: This table describes the evidence requirements for customers applying ACCS (Temporary Financial Hardship). These are examples only, and it is not intended customers are required to provide all forms of evidence listed within each category. **Note:** further evidence may be required to demonstrate the direct link between the event and the substantial reduction in their ability to pay child care fees.

| Event  | Evidence   |
|--|--|
| Death of a partner or child of the individual  | Evidence required if death of partner not previous recorded under usual business processes:<br>Death certificate<br>Verification of death of child or partner<br>SA116A – Advice of death<br>Court documentation<br>Signed statement from social worker, counsellor, doctor or other party<br>Receipts and invoices of medical and funeral expenses<br>Statutory declaration stating that the individual's partner or child has died |
| Loss of employment (customer or partner) other than due to resignation or retirement   | Employment Separation Certificate, noting a reason other than resignation or retirement<br>Letter from employer<br>Letter from accountant<br>Statutory Declaration stating that the individual has lost their employment other than due to resignation or retirement   |
| Loss of income or business failure (customer or partner) due to circumstances outside of the control of the individual or of the partner (such as serious illness) | Letter from accountant<br>Bank statements<br>Medical certificate<br>Reports from accountants and financial advisers (where there has been an existing relationship) or similar evidence of loss of income<br>Statutory declaration stating that the individual has lost income or suffered a business failure due to circumstances outside their control   |
| Loss of income due to the death of a child support payer who was providing ongoing financial assistance in relation to the child under child support arrangements  | Evidence required if death of the individual not previously recorded under usual business processes:<br>Verification of death (e.g. funeral notice, death notice)<br>SA116A – Advice of death<br>Evidence of child support arrangements<br>Evidence of child support payments (e.g. bank statement showing regular payments from deceased child support payer)<br>Letter from accountant   |
| Adversely affected by a major disaster event   | Fire report<br>Police report   |

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|   | <p>Insurance report</p> <p>Statutory Declaration</p> <p>A natural disaster event that has been formally declared and where the families concerned would be eligible for disaster assistance</p> <p>AGDRP application</p> <p><b>Note:</b> where the customer or their partner is/has received the <b>Queensland Government Emergency Hardship Assistance</b> payment or the <b>Tasmanian Government Temporary Living Expenses Grant</b>, they will only need to show proof of this payment and no further evidence will be required to demonstrate financial hardship.</p>                            |
| Destruction of, or severe damage to, the home   | <p>Fire report</p> <p>Police report</p> <p>Insurance report</p> <p>Letters from an insurance company</p> <p>Statutory Declaration stating that the individual's home, or their partner's home, has been destroyed or severely damaged</p> <p>Police/ incident report</p> <p>Note: where the customer or their partner is/has received the Queensland Government Emergency Hardship Assistance payment or the Tasmanian Government Temporary Living Expenses Grant, they will only need to show proof of this payment and no further evidence will be required to demonstrate financial hardship.</p> |
| Having to leave home, and not being able to return because of an extreme circumstance (such as domestic violence)                 | <p>Medical Certificates</p> <p>Court documentation</p> <p>Signed statement from social worker, counsellor, doctor or other party statutory declaration stating that the individual has had to leave home and is unable to return because of an extreme circumstance</p> <p>Information provided as part of a Crisis payment application</p>  |
| Still living at home after being subjected to domestic violence by a family member who has left or has been removed from the home | <p>Police/ incident report</p> <p>Medical Certificates</p> <p>Court documentation</p> <p>Signed statement from social worker, counsellor, doctor or other party statutory declaration stating that the individual is still living at home after being subjected to domestic violence by a family member who has been removed from the home or who has left</p> <p>Information provided as part of a Crisis payment application</p>   |

## Scenarios

### ACCS (Temporary Financial Hardship) scenarios

Table 2: This table provides scenarios of various Temporary Financial Hardship events and possible outcomes for an application for ACCS (Temporary Financial Hardship). These examples are based on the customer being eligible for CCS.

| Item | Scenario |
|------|----------|
|------|----------|

s47E(d)





## Training & Support

Historical Version valid from 1/04/2019 7:48 am to 20/05/2019 2:52 pm

Related training packages in the s47E(d) in ESSentials:

- s47E(d) - Claiming CCS and ACCS

To find the relevant course, add the course number to the s47E(d) field.

s22-out of scope



# Australian Government

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## Services Australia

### **Additional Child Care Subsidy (ACCS) (Temporary Financial Hardship) eligibility and applications 007-17103158**

Historical Version valid from 10/03/2021 11:22 am to 4/05/2021 12:50 pm

## **Background**

s22-out of scope

This process is impacted by the Coronavirus (COVID-19) response. Read the Operational Message [Coronavirus \(COVID-19\) - Additional Child Care Subsidy \(ACCS\) Temporary Financial Hardship \(TFH\)](#).

This document outlines eligibility for Additional Child Care Subsidy (ACCS) (Temporary Financial Hardship) and how customers can apply for this subsidy.

### **On this page:**

#### **ACCS (Temporary Financial Hardship)**

Additional Child Care Subsidy (ACCS) Temporary Financial Hardship provides short-term support to families experiencing significant financial stress due to circumstances beyond their control. This additional financial assistance will help ensure continuity of care for the child and support families when they need it most.

ACCS (Temporary Financial Hardship) may also apply on the Secretary's own initiative, such as in the case of a natural disaster.

#### **Eligibility for ACCS (Temporary Financial Hardship)**

To be eligible for ACCS (Temporary Financial Hardship), customers must:

- be eligible for [Child Care Subsidy \(CCS\)](#), and
- be assessed as experiencing temporary financial hardship for an event that occurred no more than six months before the application is made, and
- have had a substantial reduction in their ability to pay child care fees as a direct result of the temporary financial hardship

#### **Supporting vulnerable customers**

Some of the prescribed ACCS (Temporary Financial Hardship) events may be of a sensitive nature, death of a partner or child, or domestic violence situation. If staff become aware of a particular vulnerability for a customer, a referral to the [social work service](#) may be appropriate.

#### **Applying for ACCS (Temporary Financial Hardship)**

Customers can apply for ACCS (Temporary Financial Hardship):

-  at the time of completing an [online or staff assisted claim for Child Care Subsidy \(CCS\)](#). The ACCS (Temporary Financial Hardship) application is imbedded within the CCS claim. This means the ACCS (Temporary Financial Hardship) question set will present if the customer indicates they are experiencing financial hardship



- (if already on CCS) at any time via a change of circumstances, using their online account or contacting Services Australia

In limited circumstances, an offline (paper) FA086 Application for Additional Child Care Subsidy (Temporary Financial Hardship) form can be issued. See the [Resources](#) page for a link to the FA086.

**Note:** pending publication of this form, Service Officers are to assist customers complete an online application.

When a customer with multiple children makes an application for ACCS (Temporary Financial Hardship), they are required to indicate which children they wish the subsidy to be applied.

## Events which can result in Temporary Financial Hardship

The [events](#) which lead to a customer experiencing temporary financial hardship are generally outside of their control and result in a substantial reduction in the customer's ability to pay child care fees.

In all circumstances, the customer must be experiencing financial stress due to a [Temporary Financial Hardship event](#) that occurred within six months of making an application.

## Evidence for ACCS (Temporary Financial Hardship)

To support an application for ACCS (Temporary Financial Hardship) customers must:

- provide evidence that the event(s) occurred less than six months prior to the application, and
- demonstrate a causal link between the event(s) and their financial hardship

The evidence provided must clearly show that the customer has experienced a substantial reduction in their ability to pay child care fees as a result of the Temporary Financial Hardship event.

**Note:** where the customer or their partner is/has received the **Queensland Government Emergency Hardship Assistance** payment or the **Tasmanian Government Temporary Living Expenses Grant**, they will only need to show proof of this payment and no further evidence will be required to demonstrate financial hardship.

The [Resources](#) page contains a table of the types of evidence required for each event.

The [Resources](#) page contains links to the FA086 form and information about acceptable forms of evidence to support a customer's claim for ACCS (Temporary Financial Hardship).

## Related links

[Additional Child Care Subsidy \(ACCS\) \(Temporary Financial Hardship\)](#)

[Processing Additional Child Care Subsidy \(ACCS\) \(Temporary Financial Hardship\) applications](#)

[Eligibility for Child Care Subsidy \(CCS\)](#)

[Processing Child Care Subsidy \(CCS\) claims](#)

[Activity Test for Child Care Subsidy \(CCS\)](#)

[Access to Centrelink self service - set up, checking, locking and resetting](#)

[Upload documents service](#)

[Attaching electronic documents to a customer's record using Document Tools in Customer First](#)

[Multilingual Phone Service \(MPS\)](#)

## Process

Historical Version valid from 10/03/2021 11:22 am to 4/05/2021 12:50 pm

This process is impacted by the Coronavirus (COVID-19) response. Read the Operational Message [Coronavirus \(COVID-19\) - Additional Child Care Subsidy \(ACCS\) Temporary Financial Hardship \(TFH\)](#)

## On this Page:

[Eligibility for ACCS \(Temporary Financial Hardship\)](#)

[Applying for ACCS \(Temporary Financial Hardship\) via online services](#)

[Staff assisted applications for ACCS \(Temporary Financial Hardship\)](#)

[Customer receiving ACCS \(Temporary Financial Hardship\) contacts about change in circumstances](#)

## Eligibility for ACCS (Temporary Financial Hardship)

Table 1:

| Step | Action  |
|------|---|
| 1    | <p><b>Eligibility for Child Care Subsidy (CCS) + Read more ...</b></p> <p>To be eligible for ACCS (Temporary Financial Hardship) customers must be eligible for CCS.</p> <p><b>Is the customer CCS current?</b></p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, <a href="#">go to Step 2</a></li> <li>• <b>No</b>, and the customer: <ul style="list-style-type: none"> <li>◦ has not claimed CCS - encourage the customer to lodge a claim for CCS including ACCS (Temporary Financial Hardship) <a href="#">go to Step 2</a></li> <li>◦ has claimed CCS, and has been assessed as not eligible. advise the customer they are not eligible for ACCS (Temporary Financial Hardship). Procedure ends here</li> </ul> </li> </ul>  |
| 2    | <p><b>Temporary Financial Hardship event(s) + Read more ...</b></p> <p>To be eligible for ACCS (Temporary Financial Hardship), the customer (or their partner) must have experienced a <a href="#">Temporary Financial Hardship event(s)</a>, which has placed them in financial hardship, is unforeseen, and out of their control.</p> <p><b>Note:</b> an event may also apply on the Secretary's own initiative, such as in the case of a natural disaster. The <a href="#">Resources</a> page contains an example of where the secretary may make a determination of ACCS (Temporary Financial Hardship).</p> <p><b>Is the customer experiencing an event (or multiple events) of Temporary Financial Hardship?</b></p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, <a href="#">go to Step 3</a></li> <li>• <b>No</b>, the customer is not eligible for ACCS (Temporary Financial Hardship). Procedure ends here</li> </ul> |
| 3    | <p><b>Event(s) occurred within the last 6 months + Read more ...</b></p> <p>An event(s) can only be used for the purposes of ACCS (Temporary Financial Hardship) if it has occurred within 6 months of the application being lodged.</p> <p><b>Has the event(s) occurred within the last 6 months?</b></p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, <a href="#">go to Step 4</a></li> <li>• <b>No</b>, the customer is not eligible for ACCS (Temporary Financial Hardship). Procedure ends here</li> </ul>   |
| 4    | <p><b>Reduction in ability to pay child care fees + Read more ...</b></p> <p>A financial hardship determination is based on the objective and holistic circumstances that impact on the individual's ability to pay child care fees. What might be a small impact on one family may be a considerable impact on another. Therefore 'hardship' can only be determined by considering all relevant factors (noting that this list is not exhaustive):</p> <ul style="list-style-type: none"> <li>• 'out of pocket' expenses</li> <li>• level of debt or savings and how these might impact</li> <li>• possible changes (including variability) in income</li> <li>• other financial matters relevant to their circumstances - such as:</li> </ul>   |

|  |  |
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|  | <ul style="list-style-type: none"> <li>○ when income might be available, if known,</li> <li>○ the impact of insurance settlements occurring while the individual is in receipt of ACCS (Temporary Financial Hardship)</li> </ul> <ul style="list-style-type: none"> <li>• individual circumstances as disclosed by the individual and/ or partner</li> </ul> <p><b>Has the event(s) caused a significant reduction in the customer's ability to pay child care fees?</b></p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, the customer meets the eligibility criteria for ACCS (Temporary Financial Hardship) subject to the provision of supporting evidence. See the <a href="#">Resources</a> page for evidence requirements</li> <li>• <b>No</b>, the customer is not eligible for ACCS (Temporary Financial Hardship). Procedure ends here</li> </ul> |
|--|--|

## Applying for ACCS (Temporary Financial Hardship) via online services



Table 2: This table outlines the process for customers to apply for ACCS (Temporary Financial Hardship) via online services. This information will assist service officers in understanding the online application process if customers contact or are applying via a self-service terminal.

| Step | Action   |
|------|--|
| 1    | <p><b>Online applications for ACCS (Temporary Financial Hardship)</b> + Read more ...</p> <p>The <b>preferred option</b> for customers to apply for ACCS (Temporary Financial Hardship) is via their <a href="#">Centrelink online account</a> which they can access via their myGov account:</p> <ul style="list-style-type: none"> <li>• For non-current CCS customers, <a href="#">go to Step 2</a></li> <li>• For CCS current customers, <a href="#">go to Step 3</a></li> </ul>   |
| 2    | <p><b>Making an online application - non-current CCS customers</b> + Read more ...</p> <p>Once a customer has accessed their <a href="#">Centrelink online account</a> via myGov, they will:</p> <ul style="list-style-type: none"> <li>• Select the <b>Online Claims</b> tile or the <b>Apply for a Payment &gt; Make a claim</b> menu option and then <b>Start a new claim</b></li> <li>• On the <b>Make a Claim</b> page, select <b>Get Started</b> from the <b>Families</b> category, then select <b>Apply for Child Care Subsidy</b></li> <li>• Answer all questions associated with the CCS claim, such as income estimate, activity test details, child details, child care details</li> <li>• If the customer has indicated they are experiencing financial hardship when completing the CCS claim, the ACCS (Temporary Financial Hardship) questions will be presented as a part of that claim.</li> </ul> <p><a href="#">Go to Step 4.</a></p> |
| 3    | <p><b>Making an online application - current CCS customers</b> + Read more ...</p> <p>When a current CCS customer accesses their <a href="#">Centrelink online account</a> via myGov, they can start a new application for ACCS (Temporary Financial Hardship) by:</p> <ul style="list-style-type: none"> <li>• selecting Child Care Subsidy menu, and</li> <li>• the Temporary Financial Hardship Service</li> </ul> <p>A customer who has applied for ACCS (Temporary Financial Hardship) in the past can also:</p> <ul style="list-style-type: none"> <li>• view their history of ACCS (Temporary Financial Hardship) applications and decisions</li> <li>• view current and pending applications</li> <li>• withdraw pending applications</li> <li>• end a current period of ACCS (Temporary Financial Hardship)</li> </ul> <p><a href="#">Go to Step 4.</a></p>   |
| 4    | <p><b>ACCS (Temporary Financial Hardship) specific questions</b> + Read more ...</p> <p>The Temporary Financial Hardship Application collects information including:</p>   |

|   |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>the events which have caused the temporary financial hardship</li> <li>the date of the event</li> <li>from what date assistance is required</li> <li>how long assistance is required (maximum of 13 weeks)</li> <li>the children for which the additional assistance is to be applied</li> <li>details of loss of income</li> </ul> <p>CCS current customers applying via online services, <a href="#">go to Step 5</a>.</p> <p>Non-current CCS customers completing a CCS/ACCS (Temporary Financial Hardship) combined claim, <a href="#">go to Step 6</a>.</p>   |
| 5 | <p><b>Submitting a standalone ACCS (Temporary Financial Hardship) application</b> + Read more ...</p> <p>When a customer submits their application, they will be presented with a <b>Receipt</b> confirming their application was successfully completed.</p> <p><b>Next Steps</b></p> <p>Customers will be advised:</p> <ul style="list-style-type: none"> <li>what evidence they must provide based on the event(s) they have advised has caused their financial hardship</li> <li>to use the Upload documents service to submit their evidence, or submit it in person at a Service Centre</li> </ul> <p><b>Note:</b> if evidence is not provided within 22 days (14 days + 8 days for postage) of submitting their application, the claim will be taken as not having been made (not effective). The customer will need to submit a new application if they wish to apply for ACCS (Temporary Financial Hardship). Payment can only be backdated up to 28 days.</p> <p>Procedure ends here.</p>   |
| 6 | <p><b>Submitting a CCS/ACCS (Temporary Financial Hardship) combined claim</b> + Read more ...</p> <p>After completing the CCS/ACCS claim, the <b>Next Steps</b> page displays:</p> <ul style="list-style-type: none"> <li>a list of <b>Required</b> tasks, which will include evidence requirements for ACCS (Temporary Financial Hardship)</li> <li>the date by which the claim must be submitted before it will expire</li> <li>a link to <a href="#">Upload documents</a> via an <b>Upload</b> button against each Required task</li> </ul> <p><b>All</b> Required tasks must be provided before the customer can <b>Submit</b> their CCS/ACCS combined claim.</p> <p>Customers can access their online claim to return to the <b>Next steps</b> page at any time before it is submitted.</p> <p>Customers have the option to:</p> <ul style="list-style-type: none"> <li>go <b>Back</b> to the <b>Review your claim</b> page</li> <li><b>Save</b> the claim</li> </ul> <p>Until all required documentation has been provided, and the claim submitted, it is deemed no claim has been lodged or decision made. This means a customer's CCS and ACCS (Temporary Financial Hardship) payment can only be backdated from the date the claim is submitted. This is not appealable.</p> <p><b>Note:</b> CCS and ACCS (Temporary Financial Hardship) can only be backdated up to 28 days from the date of claim. While ACCS (Temporary Financial Hardship) can start on any Monday, it cannot have a start date before CCS.</p> <p>Started claims will automatically expire after 13 weeks.</p> <p>Once submitted, all CCS/ACCS (Temporary Financial Hardship) combined claims are allocated to the ACCS Processing Team for determination.</p> <p>Procedure ends here.</p> |

## Staff assisted applications for ACCS (Temporary Financial Hardship)

Table 3: This table provides information for staff to support customers lodge an application for ACCS (Temporary Financial Hardship), where an online application has been deemed unsuitable for the customer based on their circumstances.

| Step | Action |
|------|--------|
|------|--------|

|   |   |
|---|---|
| 1 | <p><b>Customer contact</b> + Read more ...</p> <p>Customers should be advised the preferred method to apply for ACCS (Temporary Financial Hardship) is by logging into myGov and accessing their linked Centrelink Online Account.</p> <p>Where a customer is <a href="#">unable or unsuitable to complete</a> an online claim:</p> <ul style="list-style-type: none"> <li>• CCS current customers, <a href="#">go to Step 2</a></li> <li>• Non-current CCS customers, <a href="#">go to Step 3</a></li> </ul>  |
| 2 | <p><b>Standalone ACCS (Temporary Financial Hardship) applications for CCS current customers</b> + Read more ...</p> <p>There is no verbal application process for CCS current customers wishing to apply for ACCS (Temporary Financial Hardship).</p> <p> Advise the customer they can lodge an ACCS (Temporary Financial Hardship) application using their online account by selecting Child Care Subsidy menu and the <b>Temporary Financial Hardship</b> Service.</p> <p>Customers will be required to provide their evidence within 22 days (14 days + 8 days for postage) of submitting their application, or the claim will be taken as not having been made (not effective).</p> <p>In limited circumstances, an offline (paper) FA086 Application for Additional Child Care Subsidy (Temporary Financial Hardship) form can be issued to customers. Service Officers must confirm the customer is current on CCS before issuing a FA086. When accepting an FA086, Service Officers must ensure all required evidence is provided with the application. See the <a href="#">Resources</a> page for a link to the FA086.</p> <p>Procedure ends here.</p> |
| 3 | <p><b>CCS and ACCS (Temporary Financial Hardship) combined claims for non-current CCS customers</b> + Read more ...</p> <p>For customers who are not CCS current, Service Officers can access the Assisted Customer Claim (ACC) via the <b>s47E(d)</b> and enter the customer's Customer Reference Number (CRN).</p> <p>Before using the <b>s47E(d)</b> to complete a verbal claim, or enter details from non-digital (paper) claims (FA084 Child Care Subsidy claim and FA086 Application for Additional Child Care Subsidy (Temporary Financial Hardship)), Service Officers must update the customer's personal details via the <b>s47E(d)</b> workflow in Customer First as these details cannot be updated in the ACC.</p> <p><b>s47E(d)</b></p> <p>'Channel Hopping' within the <b>s47E(d)</b> allows:</p> <ul style="list-style-type: none"> <li>• the customer to start a claim online and have it continued by a Service Officer, or</li> <li>• a Service Officer to help a customer with starting a claim, which would then be completed by the customer online (an active Centrelink online account is required)</li> </ul> <p><a href="#">Go to Step 4.</a></p>   |
| 4 | <p><b>Completing the s47E(d)</b> + Read more ...</p> <p>Service Officers must read the eligibility message to the customer and ask if they want to be read the full privacy agreement. The customer must agree to the privacy agreement prior to commencing the claim</p> <p>Service Officers must ask the customer streaming questions on the <b>s47E(d)</b> screens to check if they may be eligible for CCS.</p> <p>If answers indicate the customer may be eligible for CCS, select <b>s47E(d)</b> when ready to start.</p>   |

|   |   |
|---|---|
|   | <p>Continue through the remaining question sets. If the customer is unable to answer mandatory questions, the claim workflow can be saved and continued at a later time.</p> <p><a href="#">Go to Step 5.</a></p>   |
| 5 | <p><b>ACCS (Temporary Financial Hardship) specific questions</b> + Read more ...</p> <p>If the customer advises they are experiencing temporary financial hardship, the ACCS (Temporary Financial Hardship) question set will display requesting information to support their application including:</p> <ul style="list-style-type: none"> <li>• the events which have caused the temporary financial hardship</li> <li>• the date of the event</li> <li>• from what date assistance is required</li> <li>• how long assistance is required (maximum of 13 weeks)</li> <li>• the children for which the additional assistance is to be applied</li> <li>• details of loss of income</li> </ul> <p><a href="#">Go to Step 6</a></p>   |
| 6 | <p><b>Review and submit claim</b> + Read more ...</p> <p>Check that all information is correct on the <b>s47E(d)</b> page.</p> <p>If answers need to be corrected, select the relevant <b>s47E(d)</b> button</p> <p>If personal details need to be corrected, exit the ACC and update using the <b>s47E(d)</b> workflow. This information will then populate into the claim</p> <p><b>Verbal claim declaration</b></p> <p>Does the customer agree to a verbal declaration script being read to meet their signature requirements?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, Service Officers must select the <b>s47E(d)</b> hyperlink <b>s47E(d)</b> and read the <b>claim declaration</b> to the customer. Select the 'I have read, understood and accept my obligations' check box. <a href="#">Go to Step 7.</a></li> <li>• <b>No</b>, a Customer Declaration Form (CDF) is required. The CDF must be: <ul style="list-style-type: none"> <li>◦ printed by selecting the <b>s47E(d)</b> icon on <b>s47E(d)</b> of the <b>s47E(d)</b> page, and</li> <li>◦ issued to the customer to sign and return</li> </ul> </li> <li>• Advise the customer the claim will not be taken as submitted until the signed CDF is returned, and any supporting documentation (if applicable) is provided <ul style="list-style-type: none"> <li>◦  Run the <b>s47E(d)</b> guided procedure to request the claimant return the signed CDF within 14 days</li> <li>◦  Ask customer to sign CDF. Scan CDF to their record</li> <li>◦ <a href="#">Go to Step 7</a></li> </ul> </li> </ul> |
| 7 | <p><b>Next Steps</b> + Read more ...</p> <p><b>Next Steps</b> will display any documentation or evidence required to support the claim.</p> <p>Advise the customer of the additional documents/evidence required, encouraging them to lodge these via <a href="#">Upload documents</a>.</p> <p><b>Note:</b> where the customer or their partner is/has received the <b>Queensland Government Emergency Hardship Assistance</b> payment or the <b>Tasmanian Government Temporary Living Expenses Grant</b>, they will only need to show proof of this payment. No further evidence will be required to demonstrate financial hardship.</p> <p>Explain the customer's claim cannot be lodged until the evidence is provided. Where the customer has not agreed to the verbal declaration, they will also need to provide a signed CDF before the ACC can be submitted.</p> <p>An ACC can be saved and will remain in draft for 13 weeks, after which time it will expire and a new claim (ACC) will need to be initiated.</p>   |
| 8 | <p><b>Uploading documents or searching for existing evidence</b> + Read more ...</p>  |



Encourage customers to access their Centrelink online account or the Centrelink Express Plus mobile app to upload documents and then submit their claim.

On the **s47E(d)** page in the **s47E(d)** section there is an **s47E(d)** button.

If the customer uploaded or provided documents **before** starting the ACC, access the customer's record in Process Direct and select **Documents**. Investigate if documents are available to support the CCS/ACCS claim. Go to **s47E(d)** in Process Direct and ensure the required documents have been updated to 'Provided'.

#### Has required documentation/evidence been provided?

- **Yes**, [go to Step 9](#)
- **No**, select **s47E(d)**. An ACC cannot be submitted if required documentation has not been provided. Advise the customer their:
  - date of claim will only take effect from the date they provide their documentation/evidence, and
  - started claim will expire in 13 weeks, after which time they will need to initiate a new claim
  - procedure ends here

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#### Submit claim via ACC + Read more ...

If it is determined sufficient evidence is available and accessible to support the CCS/ACCS claim, Service Officers are to **s47E(d)** the ACC, and select the **s47E(d)** check box as appropriate.

The ACC **can** be submitted where the **only** outstanding information are bank account and/or TFN details. Remind

customers to provide their details within 14 days. They can provide this information verbally, or via their



online account or the  Express Plus Centrelink mobile app as it will display as an outstanding task. If details are not provided within 22 days (14 days + 8 days for postage), their claim will be not effective and they will need to lodge a new claim.

Once a claim is submitted, customers subscribed to Electronic Messaging will receive a Notification confirming the submission and reminded to monitor their claim tracker in their online account or Express Plus Centrelink mobile app.

The **s47E(d)** will display:

- Claim ID
- Date submitting for processing
- Estimated Completion Date (ECD) which can be advised to the customer
- A 'withdraw claim' option
- **s47E(d)**

All CCS/ACCS (Temporary Financial Hardship) combined claims are allocated to the ACCS Processing Team for processing.

[Go to Step 10.](#)

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#### Exceptional Circumstances + Read more ...

If the customer indicates during the ACC they require:

- more than 100 hours per fortnight of subsidised child care, see [Exceptional circumstances for Child Care Subsidy \(CCS\) and Additional Child Care Subsidy \(ACCS\)](#), and follow the correct referral process. Advise the customer they may be contacted to provide additional evidence in relation to the exceptional circumstances request. Ensure telephone contact details are up to date
- an ACCS percentage above 120% to cover more or all child care fees, refer the customer to their child care service. The service is responsible for applying to the Department of Education, Skills and Employment for an increased ACCS percentage. If approved, the Department of Education, Skills and Employment will notify Services Australia of the approved percentage and period it will apply

## Customer receiving ACCS (Temporary Financial Hardship) contacts about change in circumstances

Table 4: This table provides information for staff when a customer contacts notifying of a change in circumstances.

| Step | Action  |
|------|---|
| 1    | <p><b>Customer contact</b> + Read more ...</p> <p>Customers must let Services Australia know as soon as possible if their circumstances change as this may affect their eligibility to CCS or ACCS. Notifiable events may include:</p> <ul style="list-style-type: none"> <li>• no longer being in financial hardship, or</li> <li>• events which may directly affect their ACCS (Temporary Financial Hardship) assessment, e.g. becoming partnered</li> </ul> <p>Where a customer contacts notifying of a change in circumstance which will affect the current ACCS (Temporary Financial Hardship) assessment, refer to the <b>s47E(d)</b> ) for reassessment:</p> <p><b>s47E(d)</b></p> <p><b>Note:</b> this update only applies to reducing an existing ACCS TFH assessment. Where customer is seeking an increase in grant period or has a new TFH event, the customer will need to lodge a new ACCS application.</p> <p>Procedure ends here.</p> |

## References

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### Policy

[Family Assistance Guide 2.8.3.10 ACCS \(temporary financial hardship\) – Eligibility](#)

[Family Assistance Guide 2.8.3.30 ACCS \(temporary financial hardship\) – Evidence](#)

[Family Assistance Guide 2.8.3.40 ACCS \(temporary financial hardship\) – Determinations](#)

### Legislation

Links to the Federal Register of Legislation site go to a 'Series' page. Select the 'Latest' version.

[Family Assistance Legislation Amendment \(Jobs for Families Child Care Package\) Act 2017](#)

[A New Tax System \(Family Assistance\) Act 1999](#)

[Child Care Subsidy Minister's Rules 2017](#)

## Resources

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### On this Page:

## Intranet link

[Level 2 Policy Helpdesk](#)

## Forms

[FA084 Claim for Child Care Subsidy](#)

[FA086 Application for Additional Child Care Subsidy \(Temporary Financial Hardship\)](#)

[SA116 - Advice of death](#) - can be used to verify death of a partner, child or child support payer who was providing financial support for a child

## Services Australia website

[The Temporary Financial Hardship subsidy](#)

## External Website

[Department of Education, Skills and Employment - Additional Child Care Subsidy](#)

## Evidence requirements

### Note:

- Evidence already available on a customer's record (for example, Employment Separation Certificate, Medical Certificate etc.) can be used as evidence to support an application for ACCS (Temporary Financial Hardship)
- Evidence must demonstrate the link between the event and a substantial reduction in the ability to pay for child care fees
- Statutory declarations cannot be the sole source of evidence for ACCS (Temporary Financial Hardship) applications, but can serve as complementary evidence to explain how an event has impacted their financial circumstances.

## Evidence to support ACCS (Temporary Financial Hardship) applications

Table 1: This table describes the evidence requirements for customers applying ACCS (Temporary Financial Hardship). These are examples only, and it is not intended customers are required to provide all forms of evidence listed within each category. **Note:** further evidence may be required to demonstrate the direct link between the event and the substantial reduction in their ability to pay child care fees.

| Event   | Evidence   |
|---|--|
| Death of a partner or child of the individual   | Evidence required if death of partner not previous recorded under usual business processes:<br>Death certificate<br>Verification of death of child or partner<br>Advice of death form (SA116)<br>Court documentation<br>Signed statement from social worker, counsellor, doctor or other party<br>Receipts and invoices of medical and funeral expenses<br>Statutory declaration stating that the individual's partner or child has died |
| Loss of employment (customer or partner) other than due to resignation or retirement  | Employment Separation Certificate, noting a reason other than resignation or retirement<br>Letter from employer<br>Letter from accountant<br>Statutory Declaration stating that the individual has lost their employment other than due to resignation or retirement   |
| Loss of income or business failure (customer or partner) due to circumstances outside | Letter from accountant<br>Bank statements  |

|   |   |
|---|---|
| of the control of the individual or of the partner (such as serious illness)  | <p>Medical certificate</p> <p>Reports from accountants and financial advisers (where there has been an existing relationship) or similar evidence of loss of income</p> <p>Statutory declaration stating that the individual has lost income or suffered a business failure due to circumstances outside their control</p>  |
| Loss of income due to the death of a child support payer who was providing ongoing financial assistance in relation to the child under child support arrangements | <p>Evidence required if death of the individual not previously recorded under usual business processes:</p> <p>Verification of death (e.g. funeral notice, death notice)</p> <p>Advice of death form (SA116)</p> <p>Evidence of child support arrangements</p> <p>Evidence of child support payments (e.g. bank statement showing regular payments from deceased child support payer)</p> <p>Letter from accountant</p>   |
| Adversely affected by a major disaster event  | <p>Fire report</p> <p>Police report</p> <p>Insurance report</p> <p>Statutory Declaration</p> <p>A natural disaster event that has been formally declared and where the families concerned would be eligible for disaster assistance</p> <p>AGDRP application</p> <p><b>Note:</b> where the customer or their partner is/has received the <b>Queensland Government Emergency Hardship Assistance</b> payment or the <b>Tasmanian Government Temporary Living Expenses Grant</b>, they will only need to show proof of this payment and no further evidence will be required to demonstrate financial hardship.</p> |
| Destruction of, or severe damage to, the home   | <p>Fire report</p> <p>Police report</p> <p>Insurance report</p> <p>Letters from an insurance company</p> <p>Statutory Declaration stating that the individual's home, or their partner's home, has been destroyed or severely damaged</p> <p>Police/ incident report</p> <p>Note: where the customer or their partner is/has received the Queensland Government Emergency Hardship Assistance payment or the Tasmanian Government Temporary Living Expenses Grant, they will only need to show proof of this payment and no further evidence will be required to demonstrate financial hardship.</p>              |
| Having to leave home, and not being able to return because of an extreme circumstance (such as domestic violence)   | <p>Medical Certificates</p> <p>Court documentation</p> <p>Signed statement from social worker, counsellor, doctor or other party statutory declaration stating that the individual has had to leave home and is unable to return because of an extreme circumstance</p> <p>Information provided as part of a Crisis payment application</p>   |
| Still living at home after being subjected to domestic violence by a family member who has  | <p>Police/ incident report</p> <p>Medical Certificates</p>  |

|  |  |
|--|--|
| left or has been removed from the home | Court documentation<br>Signed statement from social worker, counsellor, doctor or other party statutory declaration stating that the individual is still living at home after being subjected to domestic violence by a family member who has been removed from the home or who has left<br>Information provided as part of a Crisis payment application |
|--|--|

## Training & Support

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Add the course number to the s47E(d) field in the s47E(d) in ESSentials:

- s47E(d) - Claiming CCS and ACCS
- s47E(d) - CCS Phase 2 - Additional CCS (comp)
- s47E(d) - Assess and process ACCS applications